



Tier One Support Representative JOB DESCRIPTION

At Archtop Fiber, our mission is to be the true fiber of your community.

We believe in the power of local connectivity and dedication to bridging the digital divide in rural and suburban cities across the Hudson Valley and beyond. We have seen how larger cities often receive priority for broadband infrastructure upgrades, leaving smaller communities underserved.

Our commitment extends beyond providing reliable Internet and Phone services – We're not just living and working in Kingston, NY we are fully committed to our awesome community. From our fantastic **community programs** to fueling economic growth with improved connectivity and an abundance of tech-driven jobs, we're all about bringing fun and excitement to our neck of the woods!

What you'll do:

- Effectively leverage tools, quality guidelines, processes, and resources to drive first contact resolution.
- Communicates, engages, and provides customers with education on products and services.
- Maintains excellent customer rapport by listening to and resolving concerns and answering questions.
- Supports escalated complex technical support issues from customers and Tier 1 technical support team.
- Mentor and guide business partners from a Technical Support aspect.
- Interacts with customers in a professional, courteous manner including when responding to escalations and repeat customer concerns.
- Own all escalations until completed to customer satisfaction.
- Effectively works to build a consultative relationship with the customer to create understanding and resolve all concerns.
- Mentorship and on the job training of new internal/business partner employees.
- Acts as an expert in all customer systems
- Assists in User testing for all integrations and system changes.
- Educates and promotes self-service options.
- Provides day of job and dispatch support to Field Technicians
- Follows established support processes procedures, including use of appropriate resources and desktop tools. Enters and completes orders according to established business rules.
- Normal work shift may include weekends; may include 10-hour days for 4 days a week and must be available to work overtime including weekends, evenings, and holidays as necessary.
- Ability to travel to multiple work sites as needed.
- Regular, consistent, and punctual attendance.
- Other duties and responsibilities as assigned.



What you'll bring:

- High school diploma or equivalent required. Technical/associate degree preferred
- 3-5 years of customer service, sales and/or technical support preferred.
- Strong ability to multitask.
- Ability to communicate with and support customers in voice (phone) and digital communication (chat, SMS, email, social media) channels.
- Self-motivated with strong time/self-management skills and interpersonal communication skills to work closely and collaborate with customers, subcontractors, and cross functional departments.
- Ability to solve customer problems quickly during stressful situations.
- Excellent communication (oral and written) skills.
- Possesses high sense of urgency, strong work ethic and is results oriented.
- Always operates with a team player mentality.
- Ability to receive and learn from feedback provided related to performance.
- Ability to work independently and make sound decisions, engaging assistance from supervisor and/or other teams as required.
- Must be able to work independently in a fast paced, structured environment and maintain composure in stressful situations.
- On-site support with occasional work from home opportunities.
- Ability to read, write, speak, and understand English.

What we offer:

- Competitive salary –\$22-\$24 per hour
- Heavily subsidized medical, dental, and vision
- Holidays, PTO, and Flexible work schedules
- 401(k)
- Employee Assistance Program (EAP)
- Life insurance, short & long-term disability insurance
- Employee Referral Program
- Employee discount programs

Archtop Fiber is proud to be an Equal Opportunity Employer. We celebrate diversity and are committed to creating a welcoming and inclusive environment for all.

Send resumes to Careers@archtopfiber.com, or Cfrainman@archtopfiber.com