



Job Description

VP Operations

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. That's why we prioritize serving "Main Street" communities by investing up to \$350 million in private funding to build over 2,500 miles of fiber-optic infrastructure.

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!

The Vice President of Operations (VP of Operations) at Archtop Fiber is a senior executive responsible for overseeing all aspects of the company's day-to-day operations – customer service, field operations, and logistics. This leadership role plays a crucial role in ensuring the efficient and smooth functioning of the organization, directly impacting its profitability and success.

What you'll do:

- **Strategic Leadership:**
 - Develop and implement the operational strategy for the company, aligned with the overall business goals and objectives.
 - Oversee the optimization of network infrastructure and resources for efficient service delivery.
 - Identify and implement new technologies and processes to improve operational efficiency and service quality.
- **Management and Oversight:**
 - Lead and manage a team of directors, managers, and staff across various operational departments, including network operations, customer service, and field operations.
 - Delegate tasks and responsibilities effectively, while providing guidance and support to ensure team members achieve their goals.
 - Monitor performance metrics and identify areas for improvement, implementing corrective actions when necessary.
 - Select and manage outsourced call center and field operations partners.



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- **Financial Management:**
 - Manage the operational budget, ensuring efficient resource allocation and cost control, balancing use of in-house staff vs outsourced resources.
 - Oversee financial reporting and analysis, providing insights to support strategic decision-making.
- **Customer Focus:**
 - Ensure the company delivers high-quality services that meet customer needs and expectations.
 - Develop and implement strategies to improve customer satisfaction and loyalty.
- **Regulatory Compliance:**
 - Maintain strict adherence to all relevant industry regulations and compliance standards.
 - Manage risk mitigation strategies and ensure operational integrity.
 - Responsible for developing and enforcing safety, security and fleet management policies.

What you'll bring:

- Bachelor's degree in engineering, business administration, or a related field (MBA preferred).
- Minimum 10-15 years of experience in telecommunications operations, with a proven track record of success in leadership and management roles.
- Strong understanding of the telecommunications industry, including network infrastructure, technologies, and regulations.
- Excellent communication, interpersonal, and problem-solving skills.
- Strategic thinking and analytical capabilities.
- Ability to lead and motivate a diverse team.
- Experience in managing large and complex operations.
- Knowledge of project management methodologies.
- Experience in implementing new technologies and processes.
- Strong understanding of financial management principles.



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What we offer:

- Competitive salary 180-225K
- 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 Cfraiman@archtopfiber.com