



## Job Description Fiber Service Coordinator

**Department:** ISP Operations

**Last Updated:** 12/21/2020

**Reports To:** Supervisor, Fiber Service Coordination

**Classifications:**

<input checked="" type="checkbox"/> Non-Bargaining Unit	<input type="checkbox"/> Exempt	<input type="checkbox"/> Supervisory	<input type="checkbox"/> Senior Staff
<input type="checkbox"/> Bargaining Unit	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Non-Supervisory Management	<input type="checkbox"/> Executive Team

**Supervises:** n/a

*Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.*

*GLE staff members are required to work in a safe manner in accordance with regulatory standards and requirements and with the procedures listed in the Cooperative's Safety Handbook.*

*Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when required by law, and timely and accurate performance of duties.*

**Position Summary:**

Support and coordinate fiber service transactions between customers and Home Fiber Technicians in support of fiber product and service sales, installation, billing, provisioning and integration.

**Experience/Education:**

- High school diploma or equivalent work experience in addition to proficiency in customer service function, and organization and prioritization of jobs, typically attained through one or more years of experience, or equivalent experience/education.
- Proficient with position-specific software and applications.
- Proficient with position specific equipment.
- Proficient with Microsoft Office: Outlook, Excel, Word.
- Competent with general office equipment.

**Essential Duties/Responsibilities:**

- Process and resolve member contacts as appropriate concerning such areas as fiber and phone product information, construction process and timeline, billing, payments, home installation and service and transfer requests.
- Generate, adjust and process work orders, service orders, forms, etc. to ensure efficient scheduling; coordinate scheduling of appointments keeping technicians, customers and other staff informed as necessary; produce customer documents and electronic records in aid of planning and comprehensive record-building.
- Provide tier 1 technical guidance and support to members as necessary to support Trustream products and services such as WiFi, streaming services and devices, battery backup systems and basic equipment and service concerns.
- Provide Trustream information, promote products and services, exploring customer needs and solutions, upselling as appropriate. Execute sales techniques to acquire customers through inbound and outbound calling, member events and in-office interactions.

- Determine portability of existing phone numbers and arrange port or assignment of new and temporary phone service numbers as appropriate, educating customers about the process.
- Follow up with members to ensure receipt of program information, answer questions, increase interest and enable timely processing of service agreements and site plans.
- Support department supervisor by tracking and monitoring types and frequency of issues and challenges that may require additional department training.
- Maintain confidentiality of records and information as appropriate and as required under Company and industry regulations.

**Significant Duties/Responsibilities:**

- Assist other staff in completing work as necessary.
- Participate in member and community events to discuss and promote Truestream, assisting members with inquiries and paperwork.

**Working Conditions:**

- Office environment
- Required to work overtime as directed
- May be required to work weekends or a second shift
- May be required to be on-call at all times of the day and night

**Required Skills:**

- Ability to effectively read, write and speak the English language to communicate in a clear, straight-forward, and professional manner.
- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Listening: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Problem Solving: identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination: adjusting actions in relation to others' actions.
- Service Orientation: actively looking for ways to help people.
- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time Management: managing one's own time and the time of others.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Persuasion: persuading others to change their minds or behavior.
- Negotiation: bringing others together and trying to reconcile differences.

**Attributes:**

- Integrity: Exhibits a high degree of integrity and honesty.

- Diplomacy: able to use appropriate diplomacy and tact with members, customers and other contacts.
- Confidentiality: able to exercise appropriate discretion and confidentiality.
- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Recognition: able to identify and understand the speech of another person.
- Spatial Orientation: able to know one's location in relation to the environment or to know where other objects are in relation to oneself.
- Near Vision: able to see details at close range (within a few feet of the observer).
- Glare Sensitivity: able to see objects in the presence of glare or bright lighting.
- Hearing Sensitivity: able to detect or tell the differences between sounds that vary in pitch and loudness.
- Time Sharing: able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Selective Attention: able to concentrate on a task over a period of time without being distracted.
- Problem Sensitivity: able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning: able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Multi-Limb Coordination: able to coordinate two or more limbs (i.e. arms, legs, one of each) while sitting, standing or lying down. Does not involve performing the activities while whole body is in motion.
- Wrist-Finger Speed: able to make fast, simple, repeated movements of the fingers, hands, and wrists.
- Arm-Hand Steadiness: able to keep hand and arm steady while moving arm or while holding arm and hand in one position.
- Information Ordering: able to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Category Flexibility: able to generate or use different sets of rules for combining or grouping things in different ways.

#### **Additional Preferences:**

- Dispatch and workforce management experience.
- Project Management: organizing and directing production of a limited scope plan or undertaking.
- Sales experience.

#### **Problem Solving and Freedom to Act**

Problems are moderately difficult. Methods and procedures are defined but judgment may be required to apply them to work. Work is routine and tasks are directly related.

#### **Working Relationships/Communications:**

Requires contacts for the purpose of exchanging information that may be of a technical nature and requires interpretation as well as clarification. Contacts may also be for the purpose of communicating plans and coordinating activities.

Internal: Peers, management

External: Members, customers, community businesses, contractors, vendors