Job Description
Fiber Services Coordinator
Jackson Connect, LLC
A division of Jackson County REMC

"The achievements of an organization are the results of the combined effort of each individual."

**Department:** Fiber

**Position Summary:**
This position is responsible for the coordination of service orders for installation, service, repair, and troubleshooting of the fiber network.

**Reports to:** Technology Manager

**Supervises:** None

**Essential Duties:**
1. Maintain fiber connectivity in proper database/system.
2. Maintain inventory of ONT’s assigned to installers.
3. Pre-provision and provision ONT’s based on customer orders and subsequent changes to service.
4. Interacts with and acts a liaison between internal, external communities and customers.
5. Ensure fiber service drops and other service orders are being completed in a timely manner.
6. Coordinates scheduling of fiber pre-drop surveys, fiber drop construction, fiber premise installation, and other service orders and maintains communication with installers, technicians, and contractors regarding schedules, changes, and job prioritization.
7. Identifies opportunities for process improvements, work with other team members to develop and implement best practices and new growth opportunities.
8. Ensure accuracy of Work Order/Service Order work flow.
10. Helps customers who come into the office with Engineering Department questions, paperwork, and fees.
11. Mails easement requests, service agreements, and miscellaneous statements.
12. Become proficient in the applications, software, hardware and other tools used in the Jackson Connect business.
13. Coordinate with the Facilities Engineer, Technology Manager and other Broadband staff as needed for maintenance and installation issues, to work toward a timely resolution of customer issues, and coordinate with customer service representatives on other customer issues.
14. Prepares monthly departmental reports for the Board.

**Other Duties:** Performs other duties from time to time according to the needs of the Broadband Department and Jackson Connect, LLC as a whole.

**Working Conditions and Physical Demands:**
Work performed is inside the office involving office ergonomics with majority of time sitting at a desk using a computer, with close vision required. Some overtime work may be required after normal hours and on weekends, and will vary from time to time. Assists with outage emergencies as needed. Some travel away from home is necessary to attend conferences, seminars, and training classes.
**Skills/Qualifications Required:**
1. Associates degree or equivalent experience required; Bachelor’s degree desirable.
2. Valid Indiana Motor Vehicle Operators License.
3. Exceptional communication skills to effectively communicate with customers, employees, and contractors to work through issues and resolve conflicts.
4. Outstanding problem solving and comprehension skills.
5. Handwriting clearly legible.
6. Working knowledge of subsidiary (division) operations and service territory.
7. Working knowledge of The Internet and related voice, data, video and Over-The-Top services.
8. Ability to work unsupervised.
9. Ability to assume responsibility and exercise sound judgment.
10. Proficiency in the use of personal computers and Microsoft Windows applications, Android and/or Apple tablet (iPad) and related devices.

**Critical Traits:**
1. Works safely, and looks out for co-workers and the general public.
2. Exhibits keen disposition for providing great customer service.
3. Represents Jackson County REMC and Jackson Connect, LLC well in appearance, conduct, knowledge, and professionalism.
4. Is familiar with and abides by Rural Electric and Jackson Connect, LLC policies, guidelines, and code of ethics.
5. Is a team player contributing to support the mission of Jackson County REMC and Jackson Connect, LLC.
6. Is good steward of the Rural Electric’s and Jackson Connect, LLC resources.
7. Exhibits keen disposition for providing great customer service.
8. Punctual and attentive to established work periods and allowed rest-times.
9. Maintains and or acquires the skills necessary to perform job functions.
10. Seeks more efficient and effective ways to carry out his/her responsibilities.
11. Available when needed for both regular duties and during system emergencies.
12. Successfully performs duties in a quantity, quality, and timeliness to be effective.
13. Expects change both internal and external and adapts positively.

**Stipulation:** Each position at Rural Electric and Jackson Connect, LLC will evolve according to the needs of the organization. While this job description is generally descriptive of the position, it is not all-inclusive.