

# Field Operations – Site Survey Technician

**Job Title:** Site Survey Technician

**Job Location:** Poplar Bluff, MO

**Report to:** Field Operations Manager

**Status:** Part-Time

**Overview for the Position:** Circle Fiber, a fast-growing state of the art fiber communications provider is seeking Site Survey Technicians to perform site surveys on upcoming fiber to the premise installations. This individual will become a strong contributor to the installation team as a Site Survey is required on all new service orders. This important step in the install process ensures a successful install by educating customers on the installation steps, confirming site specific details for the install, identifying and recording the location of fiber installation equipment and cables, and collecting required information to accurately build and permit the plan for service installation.

## **Specific Responsibilities:**

- Educate and answer customer questions regarding fiber to the premise installation.
- Explain the purpose of the visit and confirm answers to the site survey questions, updating those answers with any new or different information.
- Locating and record the optimal equipment installation location.
- Updating Circle Fiber systems on planned installation details.
- Flagging installation path for utility locate services.
- Help with Field Operations initiatives as directed or required.
- Ensure 100% customer satisfaction.
- Provide leadership in your work ethic and integrity.
- Continue development of your customer service skills and technical knowledge.

## **Qualifications:**

- College preferred; High School Diploma or equivalent work experience
- Ability to read, write and speak the English language to communicate with customers and employees in person, on the phone, and by written communications in a straight-forward and professional manner
- Ability to create and edit word documents and spreadsheets
- Critical thinking skills
- Be able to follow detailed instructions and complete all tasks in an efficient manner.
- Excellent customer service skills.
- Ability to drive a company vehicle (including during inclement weather) to and from assigned jobs
- Valid state driver's license and non-negligent driving record

This is not meant to be an exhaustive list of duties and responsibilities. Position may require additional tasks, duties or projects as assigned.

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origin/ancestry, physical/mental disabilities, military status or any other basis prohibited by law.

Because Big River Communications, Home of Circle Fiber believes in providing a safe work environment, we conduct drug and background checks in our recruiting/hiring processes. AA/EOE, M/F/D/V

To apply for this position, please send resume to address below:

**Human Resources**

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