

Operations Coordinator

Full-Time • Salaried (Exempt) Monitor Telecom / COLTONTEL • Two Office Locations

Monitor Telecom and COLTONTEL are seeking a motivated Operations Coordinator to support daily operations and help lead Service Delivery Teams across two rural telecom/broadband cooperatives. This role ensures smooth workflow, strong customer service, and consistent operational performance.

Key Responsibilities

- Lead daily operations across two office locations
- Support and supervise Service Delivery Teams including scheduling and coaching
- Improve workflows and processes to enhance efficiency and customer experience
- Assist with regulatory compliance and maintain required documentation
- Prepare operational reports and performance insights for the General Manager
- Support escalated customer concerns and coordinate with vendors and contractors
- Represent the cooperatives at community events (occasional afterhours)

Requirements

- Five years of supervisory or team-lead experience preferred
- Telecom/broadband experience a plus
- Strong communication, organization, and problem-solving skills
- Proficiency with Microsoft 365
- Ability to learn CRM/ticketing systems
- Valid driver's license and regular travel between offices required
- Flexibility for occasional after-hours meetings or events
- Ability to maintain confidentiality

What We're Looking For

We're seeking someone who enjoys supporting teams, bringing structure to busy environments, and helping ensure reliable service for the rural communities we serve. If you thrive in a people-focused, operational role and want to make a meaningful impact, we encourage you to apply.

How to Apply

Send your resume and a letter of interest (including pay requirements) to jobs@monitorcoop.com. You may also request the full job description at the same address. Application deadline: July 20th

