

Position Posting: Plainfield Broadband

Plainfield Broadband Manager: a part-time paid position reporting to the Select Board

Start Date: On or about July, 2022

Compensation: \$3,500 annual stipend

Scope: Oversee the general operations of Plainfield Broadband (a municipal enterprise) and work closely with retained internet service provider and network operation (Whip City Fiber). Job requires between 8 and 24 hours per month, depending on time of year (average 12 hours a month) . No regular “office hours” are required, though availability to conduct occasional department business during Monday to Friday daytime hours is required. This position has been performed in a home office environment, as space in town offices is limited. Strong project, financial and problem solving skills required. Desire to help our financially stable town-owned broadband network continue to grow is a must.

Summary of Responsibilities:

- Oversee the general operations of the Plainfield Light and Telecommunications Department, providing internet and telephone services to 280 (and growing) subscribers via a town-owned network constructed in 2020.
- Keep the Select Board informed of departmental activities and work with the Board to establish or revise operational policies as needed (e.g., service pricing and collections, customer connections, financial stabilization and equipment replacement).
- Contract with and serve as primary point of contact for major service providers including:
 - Whip City Fiber (network operator and internet service provider);
 - Other service providers (generator maintenance, alarm system, snow removal, tree services, insurance brokers, etc.);
 - Verizon and Eversource (for licensed utility poles).
- Coordinate with other major town departments (highway, fire, police) to ensure rapid response to repair damage to the network (e.g., town-wide or isolated storms, auto accidents, tree damage) or to coordinate planned upgrades to the network.
- Coordinate with town accountant and treasurer to ensure bills are paid and broadband enterprise transactions are reconciled and recorded.
- Liaise with other broadband managers in area towns to share information and maintain overall resilience and health of each town’s respective network, as well as regional interconnectivity.
- Liaise with regional, state and federal agencies that provide funding and support for broadband network operations.
- Conduct community outreach to promote availability of services, answer occasional questions from prospective and current customers (note: all routine technical support and customer service including billing is handled by Whip City Fiber).

- Prepare annual work plans for self and assistant manager(s).
- Prepare and monitor the annual Broadband Enterprise Fund budget.
- Prepare reports for inclusion in the annual town report, and for any grant funding sources.

Desired Experience, Skills and Aptitudes:

- Experience managing a municipal department and/or private business is desired.
- Strong project, financial and problem solving skills are required.
- Aptitude to understand basic telecommunications system design/engineering is desired, though not necessary.
- Ability to work independently and collaborate with others is a must.
- Must be comfortable using the suite of Google software applications (g-mail, drive, docs, sheets), conference calling platforms and similar cloud-based tools.
- A detailed job description is available on the town website.

For More Information:

Contact current Broadband Manager Kimberly Longey (klongey@town.plainfield.ma.us) or Assistant Manager Brian Hawthorne (bhawthorne@town.plainfield.ma.us).

To Apply:

Send expression of interest via email to: Broadband@town.plainfield.ma.us Please include your full name, address, contact information and a brief description about why you are interested in this position and what qualifications you would bring to the work (500 words or less). Responses before June 30, 2022 are encouraged.

Selection Process: This position is appointed by the Select Board, which will review applicants, conduct interviews and make the selection. The appointee will serve as manager of municipal lighting under MGL c.164 s.56 for Plainfield's telecommunications-only municipal light plant.