

Position Posting: Plainfield Broadband

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

Start Date: On or about September 2023

Compensation: up to \$4,000 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). The job requires between 10 and 20 hours per month, depending on the 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. Substantial project, financial and problem-solving skills are 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 283 (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 the 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, Plainfield Police, Plainfield Highway Department, etc.);
 - Verizon and Eversource (for licensed utility poles).
- Coordinate with other central 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 the 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.

- Generally promote awareness of the town’s internet service to keep the customer base growing. Keep the broadband page on the town website up to date; place periodic informational updates in the Plainfield Post and on the “Everything Plainfield” Facebook page (or other local news and information outlets).
- Conduct community outreach (e.g., at Firefighters BBQ, Memorial Day parade, Council on Aging events, and other community gatherings) to promote the 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). Inquiries typically come in via email.
- 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 any grant funding sources.

Desired Experience, Skills, and Aptitudes:

- Experience managing a municipal department and/or private business is desired.
- Strong project management, financial analysis, and problem-solving skills are required.
- Aptitude to understand essential telecommunications system design/engineering is desired, though not necessary.
- The 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 former Broadband Manager Kimberly Longey (klongey@town.plainfield.ma.us) or current Manager Lucas Suarez-Orozco (lorozco@town.plainfield.ma.us).

To Apply:

Send an expression of interest via email to: Broadband@town.plainfield.ma.us Please include your full name, address, contact information, and a brief description of why you are interested in this position and what qualifications you would bring to the work (500 words or less). Responses before August 25, 2023, 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 manage municipal lighting under MGL c.164 s.56 for Plainfield’s telecommunications-only municipal light plant.