



INTERVIEW CHEAT SHEET

Fiber Operations Support Coordinator (Ting)



ROLE IN ONE LINE

Coordinate fiber construction issue resolution, support field technicians day-of-job, manage work orders & data accuracy, communicate with residents, and monitor vendor performance in a remote-first environment.



WHAT YOU DO (CORE DUTIES)

- Resolve **construction-related concerns** (property, infrastructure, installation damage)
 - **Communicate with residents** about repairs & reimbursements
 - Act as **first point of contact** for field technicians & local ops
 - **Monitor work orders** for quality, accuracy, and optimized routing
 - Support **operational analytics** (local & national)
 - Ensure **playbooks, processes, procedures** are followed
 - Assist **workforce & capacity planning**
 - Track **vendor SLAs** and report performance
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YOUR FIT (SELL THESE STRENGTHS)

- Telecom ops support (Bell Canada via Progistix)
 - Workflow triage, field technician support, SAP data accuracy
 - Clear resident & stakeholder communication
 - Detail-oriented, fast-paced, remote collaboration
 - Vendor coordination & SLA awareness
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MUST-SAY PHRASES (USE THESE)

- "I provide **day-of-job support** as the **first point of contact**."
 - "I ensure **work order accuracy** and **routing optimization**."
 - "I monitor **SLA compliance** and support **vendor performance reviews**."
 - "I communicate with residents using **clear, empathetic correspondence**."
 - "I follow **operational playbooks** and suggest **continuous improvements**."
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KEY VOCABULARY (FAST REFERENCE)

- **Work Order:** Job record with details & status
 - **Routing:** Efficient job sequence for technicians
 - **Dispatching:** Assigning jobs to field techs
 - **SLA:** Service Level Agreement (performance standard)
 - **Operational Analytics:** Data measuring quality & efficiency
 - **Capacity Planning:** Matching staff to workload
 - **Vendor Management:** Tracking contractor performance
 - **Restoration:** Repair after construction
 - **Escalation:** Urgent issue raised for resolution
 - **Distributed Team:** Remote teams across locations
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TOP INTERVIEW ANSWERS (SHORT)

Tell me about yourself: Operations support professional with 3+ years in telecom, supporting Bell Canada —workflow tracking, issue triage, field support, SAP accuracy, and cross-team coordination.

Why Ting? Customer-first fiber company; role matches my ops coordination, field support, and data accuracy experience in a remote-first setup.

Handling property damage: Document clearly, coordinate assessment, communicate timelines, ensure repair/reimbursement per process.

Supporting technicians: Real-time troubleshooting, accurate routing, fast escalation resolution.

QUESTIONS TO ASK THEM

- What defines success in the first 90 days?
 - What tools are used for scheduling/dispatch & analytics?
 - Biggest construction-related challenges today?
 - How is vendor SLA performance reviewed?
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INTERVIEW CHECKLIST

- Camera ON | Quiet space | ID ready
 - Use Bell/Progistics examples
 - Emphasize accuracy, coordination, communication
 - Ask 2 questions | Thank-you email after
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FINAL TIP

Be calm, structured, and specific. You already do this job—just explain it clearly.