

## ◆ TING – FIBER OPERATIONS SUPPORT COORDINATOR

### Interview Questions & Answers (Job-Description Aligned)

#### **1 How does your experience match this role?**

##### **Answer:**

“My experience aligns very closely with this role. At Progistix Solutions, I support Bell Canada’s telecom operations by coordinating issue resolution, supporting field technicians, tracking workflows, and ensuring operational accuracy. I regularly act as a point of contact between field teams, vendors, and internal operations.

I also handle documentation, data tracking, and reporting, which directly supports quality assurance, SLA monitoring, and operational analytics—key responsibilities in this role.”

#### **2 How would you handle construction-related concerns such as property or infrastructure damage?**

##### **Answer:**

“I would first ensure the concern is clearly documented with all relevant details. I’d then coordinate with the appropriate field team or vendor to assess responsibility and next steps. Throughout the process, I’d keep the resident informed with clear, professional communication and ensure the issue is resolved according to operational procedures and timelines.”

#### **3 How would you correspond with residents regarding repairs or reimbursements?**

##### **Answer:**

“I focus on empathy, clarity, and transparency. I acknowledge the concern, explain the process and timelines, and ensure the resident knows who to contact for updates. I also document all communication to maintain accuracy and accountability while ensuring the resident feels heard and supported.”

#### **4 How do you support field technicians on the day of the job?**

##### **Answer:**

“I act as a reliable first point of contact. I ensure technicians have accurate routing, scheduling, and job details, and I quickly troubleshoot workflow or system issues that may impact their work. My goal is to remove obstacles so technicians can focus on completing jobs efficiently and safely.”

#### **5 How do you monitor work orders for quality and accuracy?**

**Answer:**

"I regularly review scheduled and completed work orders to ensure data accuracy, proper routing, and compliance with operational standards. If I identify discrepancies, I investigate the root cause, correct the data, and communicate with the appropriate teams to prevent repeat issues."

**6 Do you have experience with scheduling, routing, or dispatching tools?**

**Answer:**

"Yes. I've worked with SAP ERP and internal workflow systems to support scheduling, routing, and field operations. While tools vary by organization, I adapt quickly and understand the importance of accurate dispatching and optimized routing for operational efficiency."

**7 How do you assist with operational data and analytics?**

**Answer:**

"I assist by collecting, validating, and organizing operational data related to workflows, performance, and field activities. I help identify trends, discrepancies, and opportunities for improvement, and I support reporting that helps both local and national teams make informed decisions."

**8 How do you ensure operational playbooks and procedures are followed?**

**Answer:**

"I consistently follow documented processes, maintain accurate records, and raise concerns if I notice deviations. I also provide constructive feedback when processes can be improved, ensuring consistency and quality across operations."

**9 How would you support workforce and capacity planning?**

**Answer:**

"I support workforce planning by monitoring workload volume, job completion rates, and scheduling efficiency. By sharing accurate data and insights with local teams, I help ensure resources are aligned with demand and capacity constraints."

**10 What experience do you have with vendor management and SLAs?**

**Answer:**

"I monitor vendor performance by tracking timelines, accuracy, and completion rates. I help ensure SLA requirements are met by documenting issues, escalating concerns when needed, and contributing data that supports national vendor performance reviews."

**11 How do you manage multiple priorities in a fast-paced environment?**

**Answer:**

"I stay organized by prioritizing tasks based on urgency and impact. I use structured tracking, documentation, and clear communication to manage multiple workflows simultaneously. This approach helps me stay accurate even in high-volume environments."

**12 How do you work effectively in a remote, distributed team?**

**Answer:**

"I communicate clearly, stay responsive, and proactively share updates. I use digital tools to stay organized and aligned with team goals, and I make sure expectations and next steps are always clear."

**13 How do you provide guidance and support to cross-functional peers?**

**Answer:**

"I provide support by sharing accurate information, offering process guidance, and helping troubleshoot issues. I aim to be collaborative and solution-focused, ensuring everyone has what they need to move forward."

**14 How would you describe your customer service approach?**

**Answer:**

"My approach is empathetic, professional, and solution-oriented. I listen carefully, communicate clearly, and focus on resolving issues efficiently while maintaining a positive experience for the customer or resident."

**15 How do you handle working in a rapid growth environment?**

**Answer:**

"I thrive in fast-growing environments because they require adaptability, learning, and initiative. I'm comfortable adjusting to new processes, taking ownership of tasks, and continuously improving how work gets done."

**★ QUESTIONS YOU SHOULD ASK THEM**

Ask at least two:

- "What are the most common construction-related concerns the team handles?"
- "How does Ting measure quality and success in this role?"
- "What tools are used for scheduling, dispatching, and analytics?"
- "How does Ting support growth and development for this role?"

