

## **Community Outreach and Field Support Representative**

**At Douglas Fast Net (DFN), we're more than an internet provider — we're a 100% local company connecting our neighbors to what matters most in Douglas, Lane and Coos Counties.** The Community Marketing & Fulfillment Specialist serves as the physical bridge between DFN and the communities we serve.

This role accelerates recognition and strengthens brand visibility by executing local marketing initiatives, supporting direct equipment delivery for rapid service activation, and assisting with grassroots sales efforts. **If you're energetic, self-motivated, and love working out in the community, this could be the right role for you. We encourage those with previous experience or an interest in marketing & sales to apply.**

### **Our Customer Commitments**

We expect every DFN team member to embody the following values:

- Customer First – Every action we take is grounded in meeting customer needs.
- 100% Local – We live here, work here, and care deeply about the people and communities we serve.
- Enhancing Lives – We enable life's most important connections: work, education, health, and family.
- The Best – We push for excellence in service, reliability, and value — every time.

### **Our Core Values**

- Commitment – You bring energy, loyalty, and perseverance to every interaction.
- Leadership – You communicate clearly and lead by example.
- Pride – You deliver service that exceeds expectations.
- Tenacity – You don't stop until the customer is fully taken care of.

### **What you'll be doing:**

#### **Marketing & Brand Advocacy (Approx. 50%)**

- Serve as a brand ambassador and positive advocate for DFN in the community.
- Deploy door hangers, yard signage, rack cards, and other marketing materials in neighborhoods and businesses.
- Represent DFN at community events, including booth setup and teardown.
- Engage directly with potential customers to increase awareness and generate interest.
- Execute flexible deployment schedules and track completed marketing locations and quantities.
- Report results directly to the Marketing Director.

#### **Logistics & Fulfillment (Approx. 40%)**

- Accelerate installation timelines by delivering Customer Premise Equipment (CPE), including routers and ONTs, to residential locations with existing fiber drops.
- Accurately track equipment and installation details in DFN's inventory and billing systems.
- Coordinate with Dispatch and Sales to prioritize equipment deliveries that enable same-day activation.
- When appropriate, provide basic in-home setup assistance:
  - Connect router/ONT power and Ethernet,
  - Confirm correct port and cabling,
  - Assist customer in connecting a device to Wi-Fi,
  - Verify service is online,
  - Provide customer orientation on equipment placement and Wi-Fi best practices.
  - Escalate advanced technical issues to Technical Support or Dispatch as needed.

### **Sales Support (Approx. 10% / As Time Allows)**

- Conduct door-to-door outreach and lead generation in targeted fiber service areas.
- Identify territory potential and report competitive activity or customer feedback to the Director of Sales.
- Build positive customer relationships during equipment drop-offs to encourage referrals and upsell opportunities.

### **What you'll need to be successful:**

- High school diploma required; Associate's degree or prior marketing/logistics experience preferred.
- Proficiency with smartphones (photos, email, tracking apps).
- Ability to learn DFN inventory and billing systems.
- Positive attitude and strong work ethic — this is a high-productivity, autonomous role.
- Valid driver's license and clean driving record (without excessive or major violations for the last three years minimum) required.
- Self-motivated and able to work independently or as part of a team.
- Professional appearance and strong customer service skills.
- Ability to exercise sound judgment, courtesy, patience, and tact in public interactions.
- Strong verbal and written communication skills.
- Able to meet physical demands with reasonable accommodations, including walking moderate distances, standing for extended periods, lifting/carrying marketing or technical equipment, and squatting/crawling/bending to install equipment in homes as necessary.

*Douglas Fast Net is a drug-free workplace. All employees must successfully complete a pre-employment drug screen and are subject to random and for-cause testing as applicable.*

*This description reflects the essential duties of the role but is not all-inclusive. Additional responsibilities may be assigned as business needs evolve.*