Village Representative

Who We Are:

Arctic Slope Telephone Association Cooperative (ASTAC) is a member-owned telecommunications cooperative serving Alaska's North Slope region. We prioritize employee well-being and a supportive work environment while delivering exceptional service to our communities.

Position Overview:

The Village Representative is ASTAC's on-the-ground presence in a North Slope village. The position checks the village central office every weekday, monitors equipment, power, and facility conditions, reports problems immediately, and assists ASTAC technicians when they are in the community. The Village Representative is reachable by a published phone number to receive trouble reports from the community.

In a village without a resident technician, the Village Representative is often the first to know when something is wrong. Reporting promptly and accurately is what lets the cooperative restore service before members feel the impact.

Key Responsibilities and Duties:

Daily Central Office Checks

- Visit the central office for a minimum of two hours each weekday, Monday through Friday.
- Check that no alarms are active and report any alarm condition immediately to the Manager, Infrastructure Operations.
- Check plumbing and heating for frozen pipes or leaks.
- Read and record meter readings.
- Check generator fuel, antifreeze, and other fluid levels weekly.
- During a commercial power outage, confirm the generator starts automatically; if it does not, start it manually and monitor it until power is restored.
- Keep the central office entrance clear of snow.

Reporting & Technician Support

- Report unusual activity, damage, down cable, or down house drops immediately.
- Receive trouble calls from community members and relay them to ASTAC.
- Assist ASTAC technicians when they are in the village, including transporting technicians and supplies to the central office.
- Pick up material shipped to ASTAC, store it in the central office, and notify the Manager, Infrastructure Operations.

Restrictions

- The Village Representative does not climb poles or towers; that work is reserved for qualified ASTAC technicians.
- The Village Representative does not operate ASTAC motorized vehicles.
- The Village Representative does not collect payments from ASTAC members.
- The Village Representative does not disclose any information related to member communications or records.

Qualifications:

Required

- Residence in the assigned village.
- A reliable telephone number that can be published to the community.
- Ability to perform daily facility checks on foot in extreme weather.

Preferred

- Experience with generators, heating, or facility maintenance.
- Established relationships in the community.

- Ability to speak Iñupiaq.

What We Expect From You:

- Reliability: the central office is checked every weekday, without exception.
- Prompt, accurate reporting of alarms, damage, and anything unusual.
- Strict confidentiality regarding member communications and records.
- Understanding that two things can never fail—the network and service to the community—and the judgment to act accordingly when the two compete for the same hour.
- Willingness to report what is actually happening in the field, so that recurring problems reach the people who can design them out rather than being absorbed quietly.
- Cultural awareness of, and respect for, the Iñupiaq values and communities ASTAC serves.
- Physical ability to walk in snow and ice, climb stairs, and lift up to 50 pounds.

What You Can Expect From Us:

Affordable healthcare benefits, generous PTO, 11 paid holidays, competitive 401(k), pension plan, tuition reimbursement, paid professional development, company-provided life insurance, and wellness benefits.

Career Path:

Potential for advancement beyond the Village Representative role could include the following roles:

- Combo Tech Trainee
- Village Combo Tech
- Fleet & Facility Helper

Department: Infrastructure Operations & Engineering
Location: North Slope villages, Alaska
Work Setting: In-person
FLSA: Non-Exempt
Reports To: Manager, Infrastructure Operations
Approved By: Robert Sharpe, CEO
Effective Date: 10/01/2026

Employee Acknowledgment:

I have reviewed and understand this job description, and I believe it is accurate and complete. By acknowledging below, I confirm that I am fully aware that my compliance with the terms of this job description will be a key factor in all future evaluations. I also acknowledge that my manager, Human Resources (HR), and/or the General Manager/CEO have the right to modify this job description at any time.

Employee Name Date Supervisor Name Date

This job description is not intended to include all the duties that may be assigned to the employee(s) in this position. Employee(s) may be required to perform additional job-related tasks as directed by authorized individuals.

The review of this position has excluded the marginal functions that are incidental to the core duties. All listed duties and responsibilities are considered essential job functions and may be adjusted to reasonably accommodate individuals with disabilities.

To perform this role successfully, the employee(s) must have the skills, capabilities, and qualifications necessary to complete each task competently. Certain requirements may exclude individuals who present a direct threat or significant risk to their own health or safety, or to the safety of others. The requirements outlined in this document represent the minimum qualifications needed. This document does not create an employment contract, either implied or otherwise, and the relationship remains "at-will."