



WESTMAN | COMMUNICATIONS GROUP

Together
WE BUILD

**New Connections
Stronger Communities**

CUSTOMER SALES & SERVICE REPRESENTATIVE (CSSR) – FULL-TIME

WESTMAN COMMUNICATIONS GROUP (Westman) is seeking applications from energetic, highly motivated individuals to become part of our growing team!

Westman is an industry-leading communications provider based in Brandon MB, offering residential and commercial High-Speed Internet, Digital TV, and Phone services in communities across Manitoba. Established in 1977, as a locally owned and operated cooperative, Westman is dedicated to delivering competitive and innovative services, providing an exceptional member experience, and supporting the communities we serve.

What we have to offer:

- Competitive compensation package and motivating commission payout structure.
- Comprehensive group benefits plan (extended health; life; dental; vision; GRRSP; and health and wellness).
- Various Learning and Development initiatives, and opportunities to grow within our team!
- Opportunity to participate in company events and activities and enjoy our company perks!

What you'll do:

- Provide pleasant, professional, knowledgeable service and exceptional customer support via face-to-face, online chat, e-mails, and telephone interaction.
- Promote the features, advantages and benefits of our services and assist customers in determining the cable, Internet, and phone services best suited to their needs.
- Receive payments from customers and balance cash drawer daily.
- Process orders for new services, moves, changes, service disconnection, and rental of equipment.
- Conduct customer survey satisfactions calls as required.

What you'll bring to the team:

- Minimum Grade 12 education or equivalent.
- One-year of experience in sales in which you identify customer needs, suggest services, and build relationships.
- One -year of experience in customer service carrying out tasks such as typing, handling, of cash and reception/clerical duties.
- One-year post-secondary education in Business, Computer, or Technology field is an asset.
- Intermediate knowledge of Office 365 (Outlook, Word, and Excel) is an asset.

***Must be able to work flexible hours.**

DEADLINE FOR APPLICATIONS: This position is open until filled.

As an equal-opportunity employer, we are committed to an inclusive and barrier free environment at Westman Communications Group and encourage applications from all qualified individuals. If you require a reasonable accommodation at any point during recruitment process or would like to request this posting in an alternate format, please indicate by emailing hr@westmancom.com of the accommodation requirements. While we thank each applicant for their interest, only selected candidates will be contacted.

Apply today to join our team at <https://westmancom.com/careers>

and begin your exciting career journey with us!

COMMUNITY • TEAMWORK • INTEGRITY • INNOVATION • CUSTOMER EXPERIENCE