



RETENTION AND WIN BACK SPECIALIST

Description

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.
- 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!

Duties

What you'll do:

- Provide pleasant, professional, and knowledgeable service to potential and existing customers in-person or over the telephone.
- Monitor relevant ticket queues and ensure customers are contacted in an efficient manner.

Closing Date

October 13, 2023

Categories

Rural Opportunities

Employer

Westman
Communications
Group

Location

Rural

Address

1906 Park Avenue
Brandon, R7B0R9

Job Type

Full-time

Education Level

High School

Email

hr@westmancom.com

- Resolve any customer concerns and process changes to customer accounts.
- Process payments when signing up customers.
- Provide input and suggestions on ways to continuously improve retention methods and procedures.
- Report on all retention and win back efforts from each customer interaction.

Phone

(204) 717-2033

Qualification

What you'll bring to the team:

- Grade 12 education or equivalent required, post-secondary education from a two-year diploma program or a degree within a related field is considered an asset.
- Two years' experience in customer service, sales, and retention.
- Proven knowledge with computer applications or programs; adaptable to new technology.
- Strong typing skills and proper telephone etiquette.
- Must be able to work flexible hours.

DEADLINE FOR APPLICATIONS: This position is open until filled.