



## **CUSTOMER SALES & SERVICE REPRESENTATIVE (CSSR) - FULL-TIME (18 Month Term)**

### **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 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!

### **Duties**

#### **What you'll do:**

- Provide pleasant, professional, knowledgeable service and exceptional customer support via

### **Closing Date**

August 10, 2024

### **Categories**

Services

### **Employer**

Westman  
Communications  
Group

### **Location**

Rural

### **Address**

1906 Park Ave.  
Brandon, R7B 0R9

### **Job Type**

Full-time

### **Education Level**

High School

### **Email**

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.

## **Qualification**

### **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.