



COMMERCIAL ACCOUNT ADMINISTRATOR - WESTMAN BUSINESS

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.

Westman Business is a department within Westman that is devoted to providing businesses of all sizes across Western Manitoba with high-quality Internet, HD TV, and phone services.

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:

Closing Date

September 28, 2024

Categories

Rural Opportunities

Employer

Westman
Communications
Group

Location

Rural

Address

1906 Park Ave.
Brandon, R7B 0R9

Job Type

Permanent

Education Level

High School

Email

- Administer the day-to-day operations for commercial clients, ensuring their accounts are maintained, updated, and accurate.
- Coordinate the corporate installation process from start to finish, including site surveys, serviceability checks, confirming installation dates/times with customers, scheduling and dispatching of technicians for assigned work, ensuring readiness of equipment, and finalize the process.
- Assist new and existing clients with inquiries, requests, and issues, ensuring prompt and efficient communication through both written and verbal channels.
- Support Account Executives with various administrative tasks.
- Prioritize and coordinate daily tasks, ensuring timely completion of assigned duties.
- Accurately enter order information and customer requirements, finalizing the order upon completion.
- Assist in forecasting and implementation of scheduling of resources to fulfill customer requirements.

Qualification

What you'll bring to the team:

- Grade 12 education or equivalent. A minimum of 1-year post-secondary education in Business Administration or a related field is considered an asset.
- Minimum 2+ years' experience in sales or customer service.
- Experience with Salesforce, CSG, and/or QuickBase is considered an asset.
- Telecommunications experience is considered an asset.
- Proficiency with Microsoft Office 365 Office (Outlook, Word, Excel, SharePoint, OneDrive).
- Ability to learn the details and benefits of Westman's Business Products & Services.
- Must hold and maintain a valid driver's license.