



TECHNICAL SERVICE REPRESENTATIVE (CASUAL, 12 MONTH TERM)

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.
- 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:

- Assist Westman customers in resolving phone, internet, and cable television related issues/problems.
- Respond to customer inquiries from multiple sources such as support chat, social media, email, and telephone, as well as face-to-face.
- Communicate with internal groups and departments, ensuring appropriate consultation and escalation of issues.
- Provide an exceptional internal and external customer experience.
- Create and update tickets for all customer interactions.

What you'll bring to the team:

- Minimum one-year of post-secondary education from a two-year diploma program in information or electronic technology.
- Working knowledge of MS Windows and Internet applications.
- Ability to work independently with minimal supervision as well as part of a team.

*Must be available to work evenings and weekends

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!