



WESTMAN | COMMUNICATIONS GROUP

Together
WE BUILD

**New Connections
Stronger Communities**

TEAM LEAD, RESIDENTIAL SALES & SERVICE (BRANDON, MB)

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!

What you'll do:

- Supervise and coordinate all Customer Sales & Service Representatives (CSSRs), including hiring of new personnel, creating employee schedules, conducting performance reviews, developing, and implementing training, and ensuring all policies and procedures are adhered to.
- Ensure efficient response times to customer inquiries to bolster a high-performing team.
- Support the CSSRs with customer concerns and operational issues.
- Implement sales and service programs to meet organizational objectives and best serve our customers.
- Participate in the development of sales initiatives and programs.
- Interpret and analyze periodic reports.
- Assist in budget creation and monitoring.
- Implement customer surveys.

What you'll bring to the team:

- Minimum two-year Diploma in Business Administration/Marketing/Telecommunications or related field.
- Minimum three years of related experience within a customer service role is required.
- Minimum two years of leadership experience required, within telecommunications is considered an asset.
- Strong technical hardware and software skills.
- Proficient with use of Windows PCs.
- CSG knowledge is considered an asset.

*An equivalent combination of education and experience may be considered.

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!