



WESTMAN | COMMUNICATIONS GROUP

Together
WE BUILD

**New Connections
Stronger Communities**

TEAM LEAD, RESIDENTIAL CUSTOMER SUPPORT (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 Technical Service Representative (TSR) staff including: delegating tasks, assisting with the hiring of new personnel, maintaining employee schedules, conducting employee performance reviews, developing and implementing employee training and development, and ensuring all policies and procedures are adhered to at a high level.
- Respond to client inquiries in a timely manner; handle customer escalations from TSRs and coordinate resolutions with other Team Leads where applicable.
- Provide second level support for all residential services.
- Organize monthly team meetings to review tickets, projects, changes, training, and any policy changes/concerns; track all customer support issues in the trouble ticketing system.
- Generate, analyze and interpret daily, weekly and monthly departmental reports.
- Maintain an organized repository of documentation on day-to-day operations; monitor all primary services including (but not limited to) network and Internet connectivity, email, DNS, and VPNs.

What you'll bring to the team:

- Minimum 2 years' experience in customer relations and knowledge in data entry and retrieval.
- Minimum 2 years' experience in a supervisory role; within a technical related field is an asset.
- Technical aptitude with ability to adapt to new technology applications.
- Demonstrated ability to handle sensitive and proprietary information with complete confidentiality.

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!

COMMUNITY • TEAMWORK • INTEGRITY • INNOVATION • CUSTOMER EXPERIENCE