



JOIN OUR TEAM!

ADMINISTRATOR, CUSTOMER SERVICE (Full-time)

WESTMAN COMMUNICATIONS GROUP is seeking applications from energetic, highly motivated individuals to become part of our team. Westman is a successful, fast-paced, and dynamic organization, with a positive, team-oriented work environment. We offer competitive compensation including a comprehensive and unique benefits package and the opportunity to earn commissions. Leverage your knowledge with a local technology leader.

What you'll do

- Provide pleasant, professional, knowledgeable service and exceptional customer support via email, instant chat messaging, and customer ticket system
- Handle administrative tasks directly related to overall customer satisfaction
- Process sales orders generated from various sales channels (door-to-door, MDU partners, TELUS retailers, TV retailers, etc.)
- Process work orders for new services, moves, changes, service disconnection, and rental of equipment

What you'll bring to the team

- One-year of sales and/or customer service experience, and administrative/clerical experience
- Minimum Grade 12 or equivalent; minimum one-year post-secondary education in Business, Computer, or Technological field or equivalent experience would be an asset
- Pleasant personality with superior communication skills and great phone etiquette
- A positive "can do" attitude and customer focused approach; ability to manage challenging situations with professionalism and tact
- Ability to work independently with minimal supervision
- Must be organized, efficient and exceptional at multi-tasking
- Intermediate knowledge of Office 365 (Outlook, Word, and Excel) is an asset

**Must be available to work flexible hours (days, evenings, and weekends)*

DEADLINE FOR APPLICATIONS: NOON on Wednesday, March 17, 2021.

HOW TO APPLY: When applying for this position, please reference the position title in the subject line and/or the body of the e-mail and/or cover letter.

As an equal-opportunity employer, we encourage applications from all qualified individuals. While we thank each applicant for their interest, only selected candidates will be contacted.

Please submit your cover letter and resume to:

Sonia Cole

E-mail: hr@westmancom.com

