



JOIN OUR TEAM!

TECHNICAL SERVICE REPRESENTATIVE (TSR) - CASUAL

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. Leverage your knowledge with a local technology leader.

What you'll do:

- Assist Westman customers in resolving problems related to home phone, Internet, and Cable television by providing pleasant, professional, and knowledgeable customer service and support
- Respond to customer inquiries from multiple sources such as support chat, social media, email, and telephone, as well as face-to-face
- Triage incoming customer communications promptly and direct inquiries to the appropriate department or person in a courteous and efficient manner
- Create and update tickets for all customer interactions
- Maintain a strong knowledge of CPE such as smart phones, tablets, and laptops
- Stay current on Westman video services including various channels and channel lineups per community for optimal customer experience

What you'll bring to the team:

- Excellent customer service skills
- 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
- Pleasant personality with strong troubleshooting and communication skills
- Ability to work independently with minimal supervision as well as part of a team
- A positive "can do" attitude and customer focused approach that will enable you to deal with challenging situations

**Must be available to work evenings and weekends*

DEADLINE FOR APPLICATIONS: Monday, September 27, 2021, at NOON.

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.

Apply today to join our team at <https://westmancom.com/careers>
and start your exciting career journey with us!

