



# JOIN OUR TEAM!

## TEAM LEAD, RESIDENTIAL CUSTOMER SUPPORT (FULL-TIME, 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. Westman also owns and operates radio stations Q Country 91.5 FM and 94.7 STAR FM, which broadcast throughout southwestern 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 they serve. Westman empowers their employees to be innovative, team-oriented, community-based, and customer-focused, championing a culture centered around strong values.

Based in Brandon and reporting to the Manager, Customer Service Delivery and Support, the Team Lead, Residential Customer Support is responsible for the performance, service delivery and customer support of Westman Communications Group residential services. The Team Lead, Residential Customer Support will coordinate the daily activities of the Technical Service Representatives (TSRs) and plays a key role in the provision of excellent customer service and customer experience.

### What you'll do:

- Supervise and coordinate all TSR staff including: assisting with the hiring of new personnel, maintaining employee schedules and generating reports, 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
- Encourage staff to promote sales of our products and measure sales to predefined goals; give technical presentations to existing and prospective customers as required
- Provide second level support for all residential and commercial 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
- 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
- Strong leadership and decision-making ability with an exemplary work ethic; able to work independently with minimal supervision as well as part of a team
- Excellent communication and interpersonal skills (both verbal and written)
- Customer-focused drive with a desire to resolve problems to customer's satisfaction in a friendly, courteous manner while maintaining focus on productivity, efficiency, and quality
- A motivated self-starter who is well organized and adaptable to change
- Excels under pressure while maintaining a high level of professionalism, patience, and understanding

**DEADLINE FOR APPLICATIONS:** Open until the position is filled.

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.

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 begin your exciting career journey with us!



**WESTMAN** | COMMUNICATIONS GROUP

[westmancom.com](https://westmancom.com)

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