



WESTMAN | COMMUNICATIONS GROUP

Together
WE BUILD

**New Connections
Stronger Communities**

TECHNICAL SERVICE REPRESENTATIVE (BRANDON, MB) - FULL-TIME

More than one (1) position may be filled from this competition.

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:

- Assist Westman customers in resolving phone, internet, and cable television related issues/problems.
- Respond to customer inquiries from multiple sources such as support chat, social media, email, and telephone, as well as face-to-face.
- Communicate with internal groups and departments, ensuring appropriate consultation and escalation of issues.
- Provide an exceptional internal and external customer experience.
- Create and update tickets for all customer interactions.

What you'll bring to the team:

- 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.
- Ability to work independently with minimal supervision as well as part of a team.

*Must be available to work evenings and weekends

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