



## RETENTION & WIN BACK SPECIALIST (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:

- Provide pleasant, professional, and knowledgeable service to potential and existing customers in-person or over the telephone.
- Monitor relevant ticket queues and ensure customers are contacted in an efficient manner.
- Resolve any customer concerns and process changes to customer accounts.
- Process payments when signing up customers.
- Provide input and suggestions on ways to continuously improve retention methods and procedures.
- Report on all retention and win back efforts from each customer interaction.

### What you'll bring to the team:

- Grade 12 education or equivalent required, post-secondary education from a two-year diploma program or a degree within a related field is considered an asset.
- Two years' experience in customer service, sales, and retention.
- Proven knowledge with computer applications or programs; adaptable to new technology.
- Strong typing skills and proper telephone etiquette.
- Must be able to work flexible hours.

**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](mailto: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!**