

Service Specialist - Port Hardy

Department name

Retail

Business unit

Consumer

A little about us

At Shaw, we're proud to be leaders in a movement that brings Canadians the connectivity they need to fuel their lives. We're making bold moves to connect Canadians and we're always on the lookout for go-getters that are committed to disrupting the status quo. Does that sound like you? We'd love to meet you.

The role

As an essential part of the Shaw Retail team, you will be the go-to person for our customers to provide simple solutions for complex issues.

You thrive in an environment that changes daily and constantly provides a new challenge. A positive "can-do" attitude and desire to be at the leading edge of change makes you the ideal individual. Your career has taken you this far, let Shaw help you take it to the next level!

A typical day

As a Specialist, you will...

- Provide pleasant, professional and knowledgeable service to facilitate a "WOW" customer experience
- Troubleshoot and resolve technical and order entry issues
- Promote the features, advantages and benefits of Shaw products and services to our customers while delivering an exceptional customer experience
- Various other duties as required

You will be part of a team that drives sales by leveraging expert knowledge of our products and services. Your focus will be to demonstrate to customers the full value of their connectivity solutions. You have excellent verbal communication skills that allow you to encourage unscripted, organic and engaging conversations with customers.

You will be empowered to make decisions, motivated and driven to make a difference. You strive to reach your personal and professional objectives and want to be a part of a team that celebrates success together.

Your skills/experience

- Team player with excellent negotiation, problem solving and organizational skills
- Self-motivated, goal driven, and career oriented with the ability to work in a dynamic environment that continually evolves to serve our customers better
- Experience working within a fast-paced environment where customers can expect prompt and personal service

- Ability to work flexible shifts, including evenings, weekends and statutory holidays
- A positive attitude that will enable you to resolve challenging situations with integrity, empathy and sincerity

As an individual passionate about technology you are the expert on Shaw's latest innovations. You are flexible, adaptable and always ready to lend a hand.

Other details

This position is location specific.

Closing Template

This position requires the successful completion of a criminal background check.