



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/06/30

## Manager Field Operations

<b>Job ID</b>	<b>305035-en_US-7917</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=305035-en_US-7917">https://careers.indigenous.link/viewjob?jobname=305035-en_US-7917</a>	
<b>Company</b>	Rogers	
<b>Location</b>	Surrey, BC	
<b>Date Posted</b>	From: 2024-06-24	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Telecommunications

### Description

At Rogers, we put our customers first in everything we do! Our Field Operations team provides top-notch service, connecting communities across Canada. We're seeking individuals who are passionate about technology, thrive in dynamic environments, and are ready to make a meaningful impact in the telecommunications industry. If you're ready to take on an exciting challenge and be part of a team that values innovation and excellence, consider the following opportunity.

This position is located in Surrey, BC. Who we're looking for: We have an exciting opportunity for a Manager, Field Operations, reporting to the Director, Field Operations. The successful candidate will be accountable for assisting with the day-to-day operations of the Field Operations department supporting and ensuring that a high level of customer service is provided to our customers. The Manager, Field Operations will be responsible for leading, developing, and motivating a team of highly skilled field operations technicians to ensure customer experience and technician craft expectations. They will also be accountable for growth and training talent, leading the technician team and helping the Directors decide and drive priorities in the region.

What you'll do:

- Manage and mentor people; recruitment and staffing, coaching and mentoring, employee development, performance management, compensation recommendations
- Build and engage relationships with our family of employees and customers; daily communication with team members, monitoring engagement levels
- Identify and remove any barriers to the team or the business
- Manage and grow the business; roll out of new products, processes and tools; identifying opportunities for improving business
- Contribute daily to the delivery of an exceptional customer experience; handling customer escalations, monitoring work quality, and providing daily support to the team
- Be knowledgeable of and ensure team adheres to all applicable Health & Safety regulations
- Conduct regular site visits to assess operational performance, address challenges, and ensure compliance with safety regulation
- Create, manage, and adhere to operational and capital budgets

What you bring:

- Knowledge of CATV, CATV plant maintenance, construction, planning, installations and service experience is a key element of this role
- Supervisory training and/or experience with a strong track record of team building is an asset
- Strong communication skills including presenting ideas, public speaking to large audiences, writing various types of documents for internal and external audiences, facilitating effective meetings
- Strong decision making skills and demonstrate good judgment
- Goal oriented and motivated with the ability to work with the public
- Ability to handle multiple tasks and work well under pressure to meet specific

deadlines

- Working knowledge of MS Office and Internet applications is required
- Ability to work various shifts including evenings, weekends, and statutory holidays
- Must possess and maintain a valid driver's license and be able to provide a driver's abstract

annually

At Rogers, we believe the key to a strong business, is a diverse workforce where equity and inclusion are core to making everyone feel like they belong. We do this by embracing our diversity, celebrating our different perspectives, and working towards creating environments that empower our people to bring their whole selves to work. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential by removing any barriers for equal participation. We work with our candidates who are experiencing a disability throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the [https://performancemanager4.successfactors.com/doc/custom/RCI/Recruitment\\_Process-FAQ-EN.pdf](https://performancemanager4.successfactors.com/doc/custom/RCI/Recruitment_Process-FAQ-EN.pdf)

Recruitment Process FAQ

Successful candidates will be required to complete a background check as part of the hiring process.

For more information, visit Rogers for Manager Field Operations