



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.

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Job Board Posting



Careers.Indigenous.Link

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Client Relationship Specialist

Job ID	224406-en_US-4555
Web Address	https://careers.indigenous.link/viewjob?jobname=224406-en_US-4555
Company	Rogers
Location	Kitchener, ON
Date Posted	From: 2021-07-27 To: 2050-01-01
Job	Type: Full-time Category: Telecommunications

Description

At Rogers, we connect Canadians to a world of possibilities and the memorable moments that matter most in their lives. Every day we wake up with one purpose in mind. To bring loved ones together from across the globe. To connect people to each other and the world around them. To help an entrepreneur realize their dream. A sports fan celebrate a special moment. Because we believe connections unite us, possibilities fuel us, and moments define us.

Client Relationship Specialist

As a Rogers MDU (Multi-Dwelling Unit) Client Relationship Specialist, you will play a pivotal role in the continued stability and growth of the Connected Home organization by building relationships and promoting Rogers residential and wireless services within the MDU Segment.

Successful candidates are driven, upholding a strong work ethic, a high degree of integrity with an entrepreneurial and achievement-oriented attitude. In this position, you will manage key relationships, have accountability for your assigned territory, generate leads, qualify prospects and execute sales. You are an outgoing, tenacious sales professional with a commitment to service excellence. Your focus is on strengthening Rogers brand and presence in your territory. You thrive in a fast-paced, results oriented environment and enjoy working in partnership with a diverse team of people to deliver the best possible results.

You possess these core competencies:

- Strong interpersonal skills; verbal, written, face to face
- Analytical thinking
- logic, problem solving, leverage customer insights
- Client servicing
- customer first approach, relationship building
- Primary Responsibilities:
- Develop and execute a territory plan to increase penetration, market share (households) and revenue
- Build and maintain positive relationships with MDU property management and leasing staff to ensure Rogers remains the preferred brand presented to prospective tenants
- Organise marketing events and selling programs through face-to-face or virtual interactions at MDU lobbies, customer premises, community spaces and virtual platforms
- Evaluate customer needs through a consultative approach to offer Rogers solutions to satisfy all household communication needs
- Build customer loyalty by delivering best in class customer service and effectively escalating customer issues
- Proposing solutions and approaches to remove friction for our customers
- Perform end to end order entry through multiple sales and service order entry tools
- Update and report on all sales activities in assigned territories, or geographical areas
- Participate in activities that drive collaboration with cross functional teams and partners for continuous improvement
- Attend product trainings, team meetings and planning sessions as required or when called for
- Conduct all business as per Rogers Business Code of Conduct
- Share market intelligence with their managers and the marketing teams
- Use tools like Salesforce and Excel to organise and execute the business effectively

Qualifications Required :

- Post-secondary education in business or related discipline is preferred
- 3+ years of sales experience; preferably within a Communications, Information or Technology organization
- Excellent interpersonal, presentation, and collaborative skills to work effectively with teams throughout organization
- Strong sense of ownership and ability to function in a fast-paced environment and effectively multi-task with attention to detail and sound judgment
- Familiarity with different sales techniques and pipeline management
- Ability to work independently to achieve set goals within a strategic plan
- Experience with Salesforce, Microsoft Power Point, Word, Excel is preferred
- Must have a valid driver's license with minimum G2
- Must have a car to use for business
- Must be willing to travel up to 75% of the time and work weekends when needed

The successful candidate will be a full-time employee of Rogers and will receive:

- Full training on Rogers products will be provided
- Ongoing coaching and mentoring to help achieve continued growth and success
- An attractive remuneration package includes base pay and uncapped commissions
- Car Allowance
- Medical and Dental benefits that begin on day 1
- 50 % discount on all Rogers Communications services
- Pension and RRSP plans
- Access to multiple Wealth-Accumulation Programs
- Tablet, smartphone and laptop for business use
- Internal growth opportunities are possible
- Family oriented culture

Schedule: Full time

Shift: Variable

Length of Contract: Not Applicable (Regular Position)

Work Location: 85 Grand Crest Place (031), Kitchener, ON

Travel Requirements: Up to 50%

Posting Category/Function: Sales & Account Management

Requisition ID: 224406-en_US-4555

Together, we'll make more possible, and these six shared values guide and define our work:

- Our people are at the heart of our success
- Our customers come first. They inspire everything we do
- We do what's right, each and every day
- We believe in the power of new ideas
- We work as one team, with one vision
- We give back to our communities and protect our environment
- What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. 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. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our candidates with disabilities 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/RCI/Rogers+Inbox+FAQ+April+2019+----+UPDATED_\(002\).pdf](https://performancemanager4.successfactors.com/RCI/Rogers+Inbox+FAQ+April+2019+----+UPDATED_(002).pdf) Rogers FAQ

For more information, visit Rogers for Client Relationship Specialist