



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:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/03

Service Manager

Job ID	231834-en_US-5174	
Web Address	https://careers.indigenous.link/viewjob?jobname=231834-en_US-5174	
Company	Rogers	
Location	Brampton, ON	
Date Posted	From: 2021-10-18	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. As we grow our team, the well-being of our team members remains our top priority. To ensure the health and safety of our team members, including those in the recruitment process, our team members are working from home, and are equipped to do so safely and efficiently. Rogers for Business is seeking a **Service Manager** for Carrier and Wholesale clients. The Service Manager (SM) serves an important role supporting Rogers' key business customers. The SM is a trusted advocate responsible for building high value relationships focused on customer retention and loyalty while ensuring the overall success of Rogers' largest business clients. The SM must confidently manage unique and often complex service requests with significant revenue impacts, effectively communicate with executive-level contacts, and always represent/promote Rogers' best interests and brand image. The SM is committed to delivering world-class service experiences across all of Rogers products and services. What you will be doing: Manage the service relationship of a dedicated base of Carrier and Wholesale customers. Act as the customer's advocate for all post-sales life cycle activities, including delivery and assurance across Rogers Wholesale products. Drive customer success outcomes: influence future lifetime value through higher product adoption and customer satisfaction, and overall customer metrics. Own the planning and execution of monthly/quarterly client-facing meetings to review metrics, goals, priorities and needs related to existing account base. Accountable to build and maintain collaborative relationships with internal key stakeholders including Wholesale Sales & Operations to achieve customer outcomes. Focused on continuous service improvement for assigned customer base including influencing customer projects that improve internal efficiencies and customer metrics. Incident and Escalation Management: Ensure that customer impact and temperature is understood during major incidents providing visibility to internal stakeholders. Actively participate in RFP discussions, including customized service support strategies for key customers. Promote self-serve opportunities through adoption strategies with Rogers systems and tools in order improve operational cost, efficiency and customer satisfaction.

What you will bring: Post-secondary degree/diploma an asset or equivalent certification in a business related field. Knowledge of Telecommunications (Wireline/ Wireless Service, Networking & Data Centre). Minimum 5 years in Service Management / Customer Success or closely related field. Experience in leading client relationships in technology environments with strong customer service orientation and experience in dealing with C-level executives. Manage complex relationships with customers; foster internal relationships and serve as a customer champion. Demonstrated ability and commitment in providing superior support and communication with both external and internal customers. Proven track record of influencing key stakeholders to facilitate customer outcomes. Excellent written & verbal communications skills including the development and

professional delivery of presentations to all levels of an organization are essential.

- Advanced problem solving, analytical and decision making skills.
- Able to quickly and independently identify, communicate and escalate potential business issues or challenges.
- Plan, develop and implement communication strategies for client and for internal partners.
- Good understanding of Rogers Wholesale product portfolio and solutions.
- Proficient in Microsoft Office suite of services (Excel, Word, and Power Point).

As a condition of hire, all new employees will be required to provide proof of vaccinations against COVID 19. Any request for an exception under Human Rights legislation must be supported by evidence to be considered by Rogers on a case by case basis.

Please click [here](https://performancemanager4.successfactors.com//RCI/Medical_Exemptions_to_Covid_19_Vaccination_EN.pdf) to review conditions that may qualify for medical exemption to the COVID-19 vaccine.

Schedule: Full time
Shift: Day
Length of Contract: Not Applicable (Regular Position)
Work Location: 8200 Dixie Rd (341), Brampton, ON
Travel Requirements: Up to 25%
Posting Category/Function: Call Centre Operations & Operations Support
Requisition ID: 231834

Together, we 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 [Rogers FAQ](https://performancemanager4.successfactors.com//RCI/Rogers_Recruitment_FAQ.pdf).

Posting Notes: Corporate

For more information, visit [Rogers for Service Manager](#)