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
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Job Board Posting

Careers.Indigenous.Link

Date Printed: 2024/05/02

Sales Support Specialist

Job ID	**234242-en_US-1486**	
Web Address	https://careers.indigenous.link/viewjob?jobname=234242-en_US-1486	
Company	Rogers	
Location	Brampton, ON	
Date Posted	From: 2021-07-27	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

Description

<p>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.</p><p> </p><p>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 temporarily working from home.</p><p><u>Sales Support Specialist</u></p><p>The [SFU] Field Sales Channel is currently looking for an individual to join our centralized support and escalation team. Reporting to the Manager, SFU Field Impact Team, this individual will work as part of a team who is committed to improving the sales agent experience by providing exceptional and expert level support. This team will be focussed on providing a best in class experience for the sales agent with a focus on elevating the overall customer experience.</p><p><u>Responsibilities</u></p>
Provide subject matter expertise, guidance and “how to” support on the OASYS sales flow Respond and manage incoming inquiries and requests as it relates to helping sales teams get their orders booked and completed Provide order entry support for Legacy/Ignite/Wireless and SHM orders when required based on sales channel requirements and initiatives
Provide order modification support which can include, rescheduling orders, address maintenance support, creation, investigation or escalations as it relates to cases, investigate, track and escalate commission ID errors.
Assist agents with inquiries related to the end-to-end Ignite journey and provide information and the support on their orders.
<span

style="font-size:12.0px">Steer and manage escalations through the defined process by coordinating and partnering with various key stakeholders and Sales Support teams
Identify coaching opportunities in order to improve sales order quality and promote self sufficiency and knowledge of sales agents
Champion change and advocate on behalf of the Field Sales organization by identifying common questions/learning gaps, pain points and process improvement opportunities
Proactively monitor opportunities in the sales funnel to identify problematic orders, determine what action is required and resolve accordingly
Remain current with Rogers’ products, pricing, promotions, processes and industry activity required to effectively support the sales organization.
Support KPIs and model the corporate behaviours and competencies
Track and manage daily work activity
Perform other duties and actively participate in special projects as required
Hours of operation will be Monday to Friday 8am-8pm EST. Saturday and Sunday 9am-5pm EST. Must be available and willing to work evenings and weekends. These hours are subject to change.
<p><u>Qualifications</u>:</p>
Previous experience with the Back Office Ignite Team, Ignite Care or Wireless teams would be an asset
Strong knowledge of ordering systems (Maestro, SGI, V21, Oasys, OneView)
Excellent knowledge and practical experience with Ignite, Legacy, Rogers Wireless and SHM
High attention to detail
Ability to adapt quickly to constantly changing priorities
Knowledge of sales support functions and escalation paths
Available to

work on a flexible schedule: days, evenings, weekends & statutory holidays to meet customer demand
Must be very flexible/agile and willing to learn new functions in a fast-paced environment
Able to recommend positive solutions and be proactive in driving/leading change (continuous improvement)
Demonstrated proficiency of Rogers 5 core values: Talk Straight, build trust and over deliver, Simplify and Innovate, Take Ownership of the What and How, Equipping People to Succeed, Execute with discipline and Pride
Escalation or coaching experience would be an asset
Works well independently but also as part of a team
Excellent communication skills both written and verbal
Excellent investigation skills and possess superior multitasking and prioritizing abilities
Meet all work from home Rogers guidelines
<p> </p><p> </p><div>Schedule: Full time</div><div>Shift: Rotating</div><div>Length of Contract: Not Applicable (Regular Position)</div><div>Work Location: 10 Dyas Road (234), North York, ON </div><div>Travel Requirements: Up to 10%</div><div>Posting Category/Function: Sales & Account Support</div><div>Requisition ID: 234242</div><div> </div><div>Together, we'll make more possible, and these six shared values guide and define our work:</div><div> </div>
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
<div> </div><div><p>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.</p></div><div> </div><div>Posting Notes: Sales </div>

For more information, visit Rogers for Sales Support Specialist