



# 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: 2024/05/02

## Sales Support Specialist

**Job ID** 234242-en\_US-1486

**Web Address**

[https://careers.indigenous.link/viewjob?jobname=234242-en\\_US-1486](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

&lt;p&gt;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.&lt;br&gt;&lt;br&gt;Because we believe connections unite us, possibilities fuel us, and moments define us.&lt;p&gt;&lt;p&gt;&#160;&lt;p&gt;&lt;p&gt;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.&lt;p&gt;&lt;p&gt;&lt;span style=&quot;font-size:12.0px&quot;&gt;&lt;span style=&quot;font-family:Arial, Helvetica, sans-serif&quot;&gt;&lt;u&gt;&lt;b&gt;Sales Support Specialist&lt;/b&gt;&lt;/u&gt;&lt;/span&gt;&lt;/span&gt;&lt;p&gt;&lt;p&gt;&lt;span style=&quot;font-size:12.0px&quot;&gt;&lt;span style=&quot;font-family:Arial, Helvetica, sans-serif&quot;&gt;&lt;span style=&quot;color:#333333&quot;&gt;The [SFU] Field Sales Channel is currently looking for an individual to join our centralized support and escalation team. &#160;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. &#160;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.&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;&lt;/p&gt;&lt;p&gt;&lt;span style=&quot;font-size:12.0px&quot;&gt;&lt;span style=&quot;font-family:Arial, Helvetica, sans-serif&quot;&gt;&lt;b&gt;&lt;u&gt;&lt;span style=&quot;color:#333333&quot;&gt;Responsibilities&lt;/span&gt;&lt;/u&gt;&lt;/b&gt;&lt;/span&gt;&lt;/span&gt;&lt;p&gt;&lt;ul&gt;&lt;li&gt;&lt;span style=&quot;font-size:12.0px&quot;&gt;&lt;span style=&quot;font-family:Arial, Helvetica, sans-serif&quot;&gt;&lt;span style=&quot;color:#333333&quot;&gt;Provide subject matter expertise, guidance and &#8220;how to&#8221; support on the OASYS sales flow&#160;&lt;/span&gt;&lt;/span&gt;&lt;/span&gt;&lt;/li&gt;&lt;/ul&gt;&lt;span style=&quot;font-size:12.0px&quot;&gt;&lt;span style=&quot;font-family:Arial, Helvetica, sans-serif&quot;&gt;&lt;span style=&quot;color:#333333&quot;&gt;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

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.

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

sans-serif"><span style="color:#333333"><Perform other duties and actively participate in special projects as required</span></span></span></li></li></span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><span style="color:#333333"><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#160;are subject to change.</span></span></span></li></ul><p><span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><b><u><span style="color:#333333"><Qualifications</span></u></b></span style="color:#333333"><.</span></span></span></p><ul><li><span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><span style="color:#333333"><Previous experience with the Back Office Ignite Team, Ignite Care or Wireless teams would be an asset</span></span></span></li></ul><span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><span style="color:#333333"><Strong knowledge of ordering systems (Maestro, SGI, V21, Oasys, OneView)</span></span></span></li></ul><span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><span style="color:#333333"><Excellent knowledge and practical experience with Ignite, Legacy, Rogers Wireless and SHM</span></span></span></li></ul><span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><span style="color:#333333"><High attention to detail</span></span></span></li></ul><span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><span style="color:#333333"><Ability to adapt quickly to constantly changing priorities</span></span></span></li></ul><span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><span style="color:#333333"><Knowledge of sales support functions and escalation paths</span></span></span></li></ul><span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><span style="color:#333333"><Available to work on a flexible schedule: days, evenings, weekends & statutory holidays to meet customer demand</span></span></span></li></ul><span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><span style="color:#333333"><Must be very flexible/agile and willing to learn new functions in a fast-paced environment</span></span></span></li></ul><span style="font-size:12.0px"><span style="font-family:Arial, Helvetica, sans-serif"><span style="color:#333333"><Able to recommend positive solutions and be proactive in driving/leading change (continuous



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)

FAQ

For more information, visit Rogers for Sales Support Specialist