



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: 2024/05/18

Team Manager, Telesales

Job ID	304823-en_US-5909
Web Address	https://careers.indigenous.link/viewjob?jobname=304823-en_US-5909
Company	Rogers
Location	Calgary, AB
Date Posted	From: 2024-04-24 To: 2050-01-01
Job	Type: Full-time Category: Telecommunications

Description

At Rogers, we put our customers first in everything we do! We're growing our Customer Experience teams and are looking for team members who are committed to showing our customers and Canadians that we are with them all the way. Our Customer Experience team is enthusiastic, empathetic, and moved to make a difference; we're passionate about people and ready to provide the ultimate customer experience to our customers. At Rogers, we're committed to connecting Canadians. Ready to build a rewarding career with us? If so, consider the following opportunity:

As an Inbound Team Manager, reporting to the Senior Manager, Inbound Telesales, you will be responsible for leading, developing, and motivating a high performing sales team; while meeting sales expectations of a fast-paced, highly competitive sales department. The ideal candidate will be a natural leader with a passion for motivating and developing team members to achieve their full potential. The Team Manager will be responsible for overseeing in person, day-to-day operations from our Calgary office, while driving team performance, and fostering a collaborative and positive work environment.

Responsibilities:

- Lead and manage a team of sales consultants, providing direction, support, and mentorship to ensure team cohesion and high performance.
- Coaching and development of sales consultants, to impact their success in selling value-added services, while delivering world class customer service to our customers.
- Setting performance-based targets and recommending required resources, to achieve sales and revenue targets.
- Resolve sales & customer service issues through effective and efficient decision-making.
- Manage using techniques that support a fast-paced, team based, competitive sales environment.
- Liaise with colleagues, other teams, and other departments to support open communication and information sharing.
- Conduct timely and regular performance reviews for team members, to enhance their job and career development.
- Provide updates on team performance in monthly activity reports.

Minimum Qualifications:

- Demonstrated ability to coach, develop, and motivate a team.
- Excellent communication and presentation skills.
- Ability to manage multiple priorities.
- Proven time management skills.
- Ability to build relationships, by communicating effectively.
- Ability to translate the impact of operational decisions on customer/employee satisfaction.
- Proficiency in Microsoft Office (Outlook, Word, Excel, PowerPoint).

Preferred Qualifications:

- 3-5 years sales leadership/performance coaching experience in a sales environment.
- Leadership/management experience within a call center environment is an asset.
- Post-secondary degree/diploma or equivalent certification in a business related field is an asset.
- Available to work a flexible schedule based on the needs of the business (typically evenings, weekends Monday-Friday).

Schedule: Full time
Shift: Variable
Length of Contract: No Selection
Work Location: Barlow 2400 32 Ave NE (7789), Calgary, AB
Travel Requirements: None
Posting Category/Function: Call Centre Operations & Customer Service / Sales
Requisition ID: 304823

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
Recruitment Process FAQ
Successful candidates will be required to complete a background check as part of the hiring process.
Posting Notes: No Selection

For more information, visit Rogers for Team Manager, Telesales