

Operations Support



Position ID:J0619-1593

Every day, our passionate employees connect our customers to the world and everything in it – it's why we exist at Shaw, and it's why we strive to be the place where the best people choose to work. Our people reflect the richness of our communities, and our culture is inclusive of each individual's diverse background and perspective, which makes us a stronger team.

At Shaw we believe a diverse workforce fosters diversity of thought and perspective, and more diversity means more solutions. We invite all qualified individuals to apply.

Career Opportunity: Operations Support

Shaw Communication's Technical Operations team based in Port Hardy, BC is currently seeking a Operations Support Administrator to join their team. This position reports directly into the Supervisor, Technical Operations. The Operations Support Administrator is responsible for assisting with the daily operations of our Port Hardy TOPS team.

Accountabilities/Responsibilities:

- Assist and support all members of the department in day to day operations
- Promoting and selling the features, advantages and benefits of Shaw products and services to our customers while delivering an exceptional customer experience in our retail store environment as well as through telephone, lead-based outside sales, promotional events, and entrepreneurial strategies
- Troubleshoot and resolve technical and order entry issues
- Act as a liaison for management with staff and various other organizations
- Perform administrative duties including answering the telephone, typing and photocopying
- Create reporting and provide statistics
- Various other duties as required

Required Skills and Qualifications:

- Valid, unrestricted driver's license
- Adaptive with excellent communication skills, both written and oral
- Strong organizational skills and ability to follow through
- Ability to work with Microsoft Excel, PowerPoint and Word
- Highly motivated with the ability to work independently
- Although this is primarily a Mon – Fri position, some evenings and weekends will be required
- A caring attitude and customer focus that will enable you to deal with challenging situations
- Technical Service and troubleshooting knowledge or experience would be an asset

What we offer:

- We provide a base annual salary, coupled with a competitive commission structure
- Comprehensive, employer-paid benefit plan (including 3 weeks of paid vacation, optional investment and savings plans, and more).
- Employee discount on Shaw services, employee product testing opportunities, and corporate discounts with major retail partners.
- Learning and growth opportunities through instructor and self-led training, and career succession

planning.

We are a dynamic team of people who are highly engaged and motivated, value innovation, and most importantly, like to have a lot of fun while at work. We cultivate a work-life balance where every day feels like a Friday! If you want to be part of a team that is passionate about ensuring our customers never miss a thing, then we invite you to apply for this opportunity now!

We thank all interested applicants; however, only qualified candidates will be contacted. This position requires the successful completion of a criminal background check.