

POSITION TITLE: Home Entertainment Specialist

BUSINESS: Corporate

HOME ENTERTAINMENT SPECIALIST

Rogers Cable pioneered high-speed Internet access and now 64% of our cable customers subscribe to this service and 1.2 million customers subscribe to our residential and business telephony services. Rogers Cable also operates a retail distribution chain which offers Rogers branded cable, home entertainment and wireless products and services.

RESPONSIBILITIES

- Provide efficient and courteous installation and service to our customers, in addition to reconnecting and disconnecting equipment and/or provide service per Company standards and procedures.
- Promote and sell additional services with special emphasis on package selling by personal presentation.
- Perform other sales-generating or installation duties as directed.
- Ensure accurate documentation of all installation/sales activity, including maintenance of Supersystem database per Work Order Control.
- Diagnose and correct cable deficiencies to ensure customer satisfaction.
- Remuneration will be paid on a piecework basis.
- Due to the nature of our business, this information could be revised at any time to accommodate our customers and technology.
- Learn and adhere to all applicable Health & Safety regulations, both legislatively mandated, and as outlined in company policy.

QUALIFICATIONS

- Minimum successful completion of grade 12.
- Post secondary education in Electronics Engineering preferred.
- A+ Certification.
- Previous experience/education in electronics would be preferred.
- Previous Cable, Digital, Hi-Speed and Rogers Home Phone Field experience an asset.
- Previous sales experience would be an asset.
- Must possess a valid driver's license, with a safe driving record.
- Must be able to handle all physical aspects of the job, which include lifting/moving heavy equipment (approx. 80 lbs) and climbing ladders/poles at heights up to 40 feet.
- Key requirements for this position are proven sales skills, excellent communications skills, strong motivation to promote Rogers' products and services, high degree of self-motivation and integrity, and the ability to work independently with minimum supervision.
- Willing and able to work in all weather conditions.
- Willing and able to work variable shifts/days.