



Take your career  
to new places.



## Service Technician

Consumer Solutions Delivery

*We strive to provide a work culture that every Team Member deserves by creating an environment that rewards initiative, and promotes integrity, balance and fun.*

### Do you share our passion for:

- Taking ownership of every customer interaction
- Working to find innovative solutions and challenging the status quo
- Genuinely display humanity in **every** customer interaction
- Exceptional communicator – clear, honest and genuine
- Get things done by leveraging each other's unique talents
- Adapt to meet the changing needs of our customers

### As a Service Technician you will:

- Strive to provide an unparalleled, exceptional client experience by providing great products and services that are easy to sell, buy and use.
- Perform installation and repair work for residential, business and data customers
- Provision and support the enhanced products that make up our Future Friendly Home offerings , including Home Networking, ADSL High Speed Internet, TELUS & Optik TV, as well as satellite TV in a timely and professional manner
- Understand our customer's needs to ensure appropriate TELUS service solutions are recommended and delivered

### TELUS Customer Solutions Delivery Total Rewards:

- Competitive pay plus store bonuses and incentives
- Discount on the coolest and newest wireless technology
- Health benefits
- TELUS pension and share purchase plan
- Learning and development opportunities to take your career to the next level
- A respectful workplace that is involved in the community
- Recognition programs and career excellence rewards
- Company paid for tools & attire, use of company vehicle
- Give back to your local community through payroll deductions, TELUS Day of Giving and volunteer grants

### Important details:

- 2 year diploma in telecommunications and/or related discipline is a definite asset
- High school graduate with minimum grade 11 Math completion or equivalent
- Clean & valid Class 5 Driver's License (with no restrictions) or other provincial equivalent
- Able to manage a physically demanding workload (lifting, climbing and working in all weather conditions)
- Committed to delivering a positive customer experience
- Able to identify additional service opportunities and up-selling TELUS products & services when appropriate
- Able to thrive in a fast-paced, deadline-driven environment
- Passion for continuous learning and improving performance

*At TELUS our team members are committed to our goal of being a leading corporate citizen and to making a positive difference in the communities in which we live, work and serve.*

At TELUS **you** create future friendly® possibilities.

