



## JOB OPPORTUNITY

**POSITION TITLE:** Client Solutions Associate

**DEPARTMENT:** Client Solutions

**LOCATION:** Sudbury, North Bay

**STARTING WAGE:** \$19.00 - \$22.50/hour + Bonus Pay

**REPORTS TO:** Client Solutions Supervisor / Manager Business Development

### COMPANY:

Vianet is a large independent family run telecommunications company with locations across Ontario. We provide Residential, Small Business and Enterprise level services over infrastructure owned and operated by Vianet as well as select Third Party networks.

Our small-company feel and customer-centric approach drive our innovative solutions, ensuring customers receive personalized service alongside industry-leading results.

We are looking to add hard-working individuals to help continue growing our company. To best serve our customers we need great people with great attitudes. We are looking for passionate individuals who are highly motivated to succeed both individually and as a part of a team.

### JOB SUMMARY:

We are seeking a motivated and results-oriented Client Solutions Associates to join our residential sales team. In this role, you will be responsible for engaging with prospective and existing customers, understanding their connectivity needs, and recommending the best solutions for their homes. You will combine product expertise, consultative sales skills, and exceptional customer service to drive sales growth and customer satisfaction. Interactions with customers are primarily over phone, email and live online chat.

### What You'll Do:

- Proactively engage with residential customers through inbound/outbound calls, email and live online chat
- Recommend the perfect internet packages, upgrades, and add-ons such as telephone and TV.
- Close sales and ensure customers have a smooth onboarding experience.
- Verify customers are happy with their products and services post installation.
- Build lasting relationships that turn into repeat business and referrals.
- Stay in the know about our products, promotions, and industry trends.
- Assist customers with non-sales inquiries to ensure a positive experience before and after the sale.

**What You Bring:**

- 1–3+ years of sales, customer service, or account management experience.
- A proven track record of meeting or exceeding expectations.
- Strong people skills with a positive attitude, you can talk to anyone and make them feel at ease.
- Computer-savvy and comfortable using CRM tools is a benefit.
- A self-starter attitude and drive to succeed.

**What You'll Get:**

- Competitive base pay + uncapped commissions
- Benefits package – Health, Dental and Wellness.
- Paid training and ongoing sales support.
- Career growth opportunities.
- Weekly meetings for feedback and growth.
- Employee discounts on internet, telephone and television services.

Ready to connect with people and grow your career?  
Apply today with your resume and start your journey with us.

**HOURS OF WORK:** Shifts scheduled Monday to Friday 8:30am to 8:00pm, Saturday 9:00am – 5:00pm

**DATE POSTED:** September 22, 2025

**HOW TO APPLY:**

If this is a job opportunity you are interested in applying for yourself or have someone you would like to personally refer who has the appropriate background and qualifications, please submit an up to date resume via email to [careers@corp.vianet.ca](mailto:careers@corp.vianet.ca) referencing "CSA OPPORTUNITY" in the subject line. We thank all applicants in advance for your interest in applying, however because of time constraints, only those under serious consideration will be contacted.