



Telecommunications Rental Associate

About Us: Since 1977, Westcan Advanced Communications Solutions has successfully deployed, maintained, and serviced mission-critical and public safety voice networks, coverage enhancement solutions, wireless broadband networks, and engineered microwave backhaul systems across Western Canada.

Our team includes experienced APEGA-certified engineers, PMP-certified project managers, and one of Western Canada's largest groups of factory-trained technicians. We proudly support Heavy Industrial, Mining, Energy, Public Safety, Government, Commercial, and Municipal customers with reliable, integrated wireless communication systems where downtime is not an option.

Job Summary: We are seeking a motivated and customer-focused **Rental Associate** to join our growing team in Terrace, BC. This role is ideal for an organized individual who enjoys working with technology, providing exceptional customer service, and ensuring equipment is prepared and ready for customer deployment.

Key Responsibilities

- Assist customers with rental inquiries and equipment selection.
- Prepare rental quotations, contracts and supporting documentation.
- Coordinate equipment pickups, deliveries, and returns.
- Provide customers with basic equipment training and operating instructions.
- Respond to customer questions and assist with troubleshooting common equipment issues.
- Program, test, clean, and prepare handheld radios and telecommunications equipment for rental.
- Inspect returned equipment and document damage, missing items, or service requirements.
- Maintain accurate inventory records for equipment, accessories, batteries, chargers, and related assets.
- Ensure all rental equipment meets company quality and operational standards before deployment.
- Perform basic radio programming and equipment configuration.
- Troubleshoot equipment malfunctions and coordinate repairs as required.
- Provide customer support in person, by phone, or electronically.
- Assist with field deployment and recovery of rental equipment when necessary.
- Maintain rental schedules and equipment tracking systems.
- Process rental orders, invoices and related documentation.
- Ensure compliance with company policies, safety standards, and customer requirements.

What You Bring

Experience & Qualifications

- High school diploma or equivalent.
- Previous experience in telecommunications, radio communications, or electronics (asset not a requirement).
- Experience equipment rental.



-
- Basic understanding of two-way radio systems, wireless communications, or telecommunications equipment (asset not a requirement).

Skills & Attributes

- Excellent written and verbal communication skills.
- Strong analytical, and troubleshooting.
- Ability to manage multiple tasks and meet deadlines.
- Proficient in MS Office Suite.
- Strong organizational and time management skills.
- Strong attention to detail and organizational skills.

Compensation:

This role offers a base salary of \$52,500.00 - \$62,500.00 annually.

Additional benefits include:

- Comprehensive extended health benefits.
- RRSP matching program.
- Paid vacation.
- Monday to Friday schedule.
- Ongoing training, professional development, and technical support.

Interested in joining a team that's building the future of industrial communications?

Submit your resume and a cover letter highlighting your relevant experience and what makes you an ideal fit for this opportunity at Westcan Advanced Communications Solutions.

Please submit your resume and cover letter to careers@westcan-ac.com