



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
Toll Free Phone: (866) 225-9067
Toll Free Fax: (877) 825-7564
L9 P23 R4074 HWY 596 - Box 109
Keewatin, ON P0X 1C0

Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/12/07

Business Customer Service Rep

Job ID	AF-57-1C-72-21-97	
Web Address	https://careers.indigenous.link/viewjob?jobname=AF-57-1C-72-21-97	
Company	Northwestel Inc.	
Location	Yellowknife, Northwest Territories	
Date Posted	From: 2024-10-24	To: 2024-11-23
Job	Type: Full-time	Category: Telecommunications
Languages	English	

Description

Northwestel is looking for a new Business Customer Service Rep to join our team! In this role, you will be assisting business customers via phone and email to add or change services, answer billing inquiries, and more. You will also work with departments through Northwestel to ensure the needs of our business customers are met. If you are motivated, detail-oriented, enjoy working with others, and like to learn new things - this role could be for you! Employment Equity

Northwestel values diversity in the workplace and is committed to the goals of Employment Equity. We strive to achieve a skilled workforce that is representative of the population we serve, and as a Northern company, we are committed to the employment and career development of our Indigenous peoples. If you are an Indigenous person, a woman, a person with a disability, or a visible minority please indicate so when you are completing the pre-screen questions as you apply to receive hiring preference.

Specific Accountabilities

Internal and External Customer Relationships

- * Answer, resolve and process internal and external business customer service inquiries consistent with customer service standards and Company policy that enhances the reputation of the Company and fosters customer loyalty.
- * Establish and maintain strategic working relationships with recurring/returning customers to better understand and serve their specific business needs.
- * Process customer requests for products, services, equipment, sales of single and multi-line systems, system extensions, information, ordering, order status, installation costs, fees, account status and any other services requested by the customer in a professional and timely manner.
- * Provide first level of support for product, service and technical problems forwarding technical issues onto second-level support as required.
- * Establish new customer accounts and maintain existing accounts as required.
- * Maintain an ongoing awareness and knowledge of NorthwesTel products/services available to business customers.
- * Identify opportunities for improving customer service processes and improving the customer experience to enhance customer loyalty and Company profitability.

Sales

- * In conversation with the customer, analyse to qualify and quantify the customer's business requirements to ensure recommended customized solutions meet expectations
- * Sell cross-sell and up-sell products and services through proactively indentifying and recommending products/services that meet customer needs and ensure the retained loyalty of the customer.
- * Refer larger sales accounts as required to the Sales Department for processing providing administrative and logistical support as required.
- * Provide technical information and support to Sales staff on product and services as required.

Service Order Entry and Coordination

- * Process and coordinate, in conjunction with the Control Centre, product/service installation upon confirmation receipt of the customer order.
- * Maintain customer accounts, maintenance records on equipment and warranty verification and renewal in a timely, accurate and efficient manner.
- * Follow-up on customer orders to ensure delivery of products/services adhere to contract specifications and customer expectations.

Billing

- * Conduct customer account reviews and credit checks as required to reduce the Company's vulnerability to bad debt by assessing security deposit requirements on accounts as needed.
- * Ensure the awarding of credit to customers follows Company policy and procedures referring any concerns and issues to the immediate manager immediately.
- * Administer account issues with the customer in a cooperative and collaborative manner to resolve billing disputes, conduct investigations and settle overdue accounts in a timely manner, negotiating account payments where required.
- * Resolve issues on equipment billing/payment with customers on behalf of the Sales Department.

Customer Confidentiality

- * Maintain Payment Card Industry (PCI) security standards ensuring the safeguarding of the customer's personal information.
- * Maintain an ongoing awareness of the status of customer accounts to ensure customer information is secure.

Â Knowledge and Skills Required

- * High School diploma with a minimum of two (2) years experience providing customer service in a call centre environment processing complex requests for products and services that included proactively identifying opportunities for selling the customer additional products and services.
- * Excellent communication skills including oral, written and listening.
- * Proven ability to be detail oriented in recording, processing and following up on customer accounts.
- * Ability to convert technical terms into everyday language the customer can understand.

- * Intermediate level competency in Microsoft Word and Excel.
- * Numerical proficiency and a basic understanding of fundamental accounting principles related to billing and invoicing processes and procedures.
- * Excellent interpersonal, organization and analytical skills with a proven ability to maintain a professional attitude when under pressure dealing with interruptions and restricted time lines for service.
- * Knowledge of the telecommunications industry would be an asset.
- * As part of the recruitment process for this position, candidates may be required to take pre-employment tests and/or complete work simulation exercise to assess job fit.

What We Offer You

- * Health & Wellness Benefits, Pension Plan, Discounts
- * Team Incentive Bonus
- * Paid Vacation with a Vacation Travel Allowance
- * Work-Life Balance
- * Community Involvement

Closing

Applications will be reviewed as they are submitted. Posting will remain active until the position is filled.

As a safety-conscious COR[®], Certified organization, we have an established and comprehensive safety program. We expect all employees to participate in our organizational health and safety programs, adhering to all safe work procedures focused on continuous improvement.

How to Apply

Click "Apply Now"