



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

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/07/01

Customer Relations Specialist

Job ID	BF-C0-B3-88-1C-AC	
Web Address	https://careers.indigenous.link/viewjob?jobname=BF-C0-B3-88-1C-AC	
Company	Canada Life	
Location	Montreal, Winnipeg, London, Regina, Across Canada	
Date Posted	From: 2024-04-18	To: 2024-10-15
Job	Type: Full-time	Category: Miscellaneous
Job Salary	\$37,300.00 - \$55,900.00 Annually	
Languages	Bilingual (French/English) Is An Asset	

Description

As a Customer Relations Specialist in our Group Customer Contact Services department you'll be responsible for providing courteous, accurate and timely responses to incoming benefit inquiries. This is an extremely important role within the Canada Life team as you are often the first point of contact for plan members with questions. You'll partner closely with other departments in making our members feel valued and appreciated!

The department operates from 6:30am to 8pm (EST), Monday to Friday, which means no late evenings and no weekends! We are closed on statutory holidays too. You'll also benefit from many advantages, such as:

Full time hours

- Paid six-week training program
- Three paid Personal days and paid vacation.
- Excellent benefits
- Pension plan
- Option to participate in the Share Ownership Program
- Bonus plan based on your individual performance
- Education reimbursement program \$2,000 (annually)
- Career advancement options
- Being a part of a great team!

As part of our team you will:

- Effectively troubleshoot/resolve medical, dental and drug telephone/email inquiries using various systems and tools in a timely fashion
- Provide accurate responses to plan members, medical and dental providers, and plan administrators, while maintaining the highest level of customer service
- Actively participate in an ongoing learning environment where you'll receive developmental opportunities

Does this sound like you

- You have superior customer service skills and are an effective listener
- You are resilient and able to handle the stress of a 'real-time' environment
- You have a natural curiosity and are a critical thinker
- You have an optimistic outlook and have a positive approach to work
- You possess strong organizational and time management skills
- You have excellent Microsoft Office skills and an ability to learn multiple computer systems, both Windows based and other
- You have strong written communication skills
- You've demonstrated the ability to solve problems through investigation and make timely decisions
- You have a high school diploma or equivalent
- Bilingual (French/English) is an asset

Network Requirements

- 1) Home Network WIRED (LAN Cat5e or higher cable) directly from CL Laptop to Home Router/modem. 2) Internet

Service Provider (ISP) minimum connection: 50MB Download & 5MB Upload speeds (speedtest.net screenshot to confirm) 3) Note: 250MB bandwidth per month usage or higher may be consumed

Reliability Status security clearance - this is a personnel security status that is required before an employee can gain access to Protected B information, assets or work sites as outlined by the Government of Canada website-

The base salary for this position is between \$37,300.00 - \$55,900.00 annually. This represents base salary only and does not represent other variable compensation components of our total compensation (i.e. annual bonus, commission etc). If you are selected to move forward in our recruitment process, your recruiter will be able to discuss additional details of our total rewards program with you.

For student opportunities only

For our student opportunities, the base salary will be dependent on the number of work terms you have completed along with other factors depending on your program.

Career opportunities will be open a minimum of 5 business days from the date of posting, closing dates will vary depending on the search activity. All applications received will be reviewed on a rolling basis.

Be your best at Canada Life- Apply today!

How to Apply

Click "Apply Now"