



# 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

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## Customer Service Representative

|                    |   |                          |
|--------------------|---|--------------------------|
| <b>Job ID</b>      | <b>11-A3-43-E7-C5-35</b>  |                          |
| <b>Web Address</b> | <a href="https://careers.indigenous.link/viewjob?jobname=11-A3-43-E7-C5-35">https://careers.indigenous.link/viewjob?jobname=11-A3-43-E7-C5-35</a> |                          |
| <b>Company</b>     | Northwestel   |                          |
| <b>Location</b>    | Whitehorse, Yukon   |                          |
| <b>Date Posted</b> | From: 2022-05-18  | To: 2022-06-17           |
| <b>Job</b>         | Type: Part-time   | Category: Service Sector |
| <b>Languages</b>   | English   |                          |

### Description

Do you enjoy a fast-paced, dynamic workplace? Are you passionate about providing exceptional customer service? This position may be for you! Northwestel is hiring six (6) part-time Customer Service Representatives to join our team in Whitehorse! In this role, you are the on the front-line of Northwestel's service delivery as product educators and brand ambassadors.

#### 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. Candidates must clearly indicate on their application if they are an Indigenous person, a woman, a person with a disability, or a visible minority if they wish to receive hiring preference.

#### Specific Accountabilities

- Maintain and develop positive relationships with Northwestel's Customers to enhance overall customer satisfaction.
- Effectively manage customer requests for products and/or services information, order status, account status and order requests.
- Take ownership to continually learn and understand Northwestel's products, services and promotional offerings to effectively present solutions to customers.
- Utilize fact-finding skills to qualify and quantify customer requirements to ensure that customized solutions provided meet customer expectations and business requirements.
- Contribute and add value to Northwestel revenues by proactively identifying and recommending products and/or services to meet customer's needs including an effort to retain customers on Northwestel services.
- Respond to electronic requests and inquiries utilizing superior customer service and business writing skills.
- Follow proper procedures and protocol when dealing with requirements for assessing credit risk and limiting Northwestel's bad debt. This includes assessing security deposit requirements based on appropriate credit check procedures and also negotiating payment with customers on overdue accounts.
- Complete all order entry and clerical duties as required in an organized and timely fashion ensuring order accuracy to meet customer's requirements.
- Effectively resolve conflicts to the mutual satisfaction of both the customer and Northwestel. First level of support for customer complaints.
- Actively participate in coaching and training initiatives.
- Assist in identifying opportunities for improvement in work processes and procedures to create operational efficiencies and positively impact customer satisfaction.
- Working in a structured call center environment, effectively self manage individual performance to ensure Corporate and Department targets/goals and mandated service levels are achieved. Work shifts as required to accommodate customers.

#### Knowledge & Skills Required

- High School Diploma or equivalent
- 2 years experience in customer service and/or sales with proven customer service skills

- Excellent oral and written communication skills with strong attention to detail, including managing complex requests
- Successful candidates will be required to pass an exam incorporating customer service skills, problem solving, math, keyboarding, and computer applications.
- Previous Call Centre experience focusing on customer service and sales is an asset
- Knowledge of applications used by Customer Service teams and service delivery processes is 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.

As a safety conscious CORâ„¢ 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.ï»¿ï»¿

Qualifications

Skills

Preferred

ï»¿Net: Expert

ï»¿Accounting: ï»¿Expert

### **How to Apply**

Apply by clicking "Apply now"