



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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**INDIGENOUS
LINK** CAREERS

Date Printed: 2024/05/07

Bilingual Customer Service Representative

Job ID	23-19-26-9C-70-4A	
Web Address	https://careers.indigenous.link/viewjob?jobname=23-19-26-9C-70-4A	
Company	NorthwesTel	
Location	Iqaluit, Nunavut	
Date Posted	From: 2018-12-12	To: 2019-06-10
Job	Type: Full-time	Category: Telecommunications
Languages	Must Be Fluent In English And Inuktitut/á• ...á-fá•á• á“žá‘ áŽá• Šá• á“—á“, á-fá“á“—á“áŽá‘• á‘ á• Šá»á“á— á• fá“„á‘áŽá‘• á‘	

Description

Duties:

- 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.

Work 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.

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Essential 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

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Work Environment

Bilingual Customer Service Representative position located either in Iqaluit, NU, Yellowknife, NT or Whitehorse, YT

Other

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.

How to Apply

For details or to apply online: GoToCareers.ca/NWTeI