



# 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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## Bilingual Technical Support Representative, Alarmforce 1 1

|                    |   |                         |
|--------------------|---|-------------------------|
| <b>Job ID</b>      | <b>230213-en_US-5851</b>  |                         |
| <b>Web Address</b> | <a href="https://careers.indigenous.link/viewjob?jobname=230213-en_US-5851">https://careers.indigenous.link/viewjob?jobname=230213-en_US-5851</a> |                         |
| <b>Company</b>     | Bell  |                         |
| <b>Location</b>    | Toronto, ON   |                         |
| <b>Date Posted</b> | From: 2019-02-13  | To: 2050-01-01          |
| <b>Job</b>         | Type: Full-time   | Category: Miscellaneous |

### Description

Req Id: 230213 AlarmForce, a Bell Canada Company, combines innovative technology with exceptional service to deliver advanced security and automation to residential and small business customers. If you're passionate, driven and find yourself seeking interesting work, new challenges and continuous learning opportunities, then we want you to join our team. Are you technically savvy and enjoy helping others in a time of need? Perfect, because AlarmForce is currently recruiting for an understanding individual who is passionate about technology for the role of Technical Support Representative. The purpose of the role is to assist customers in many areas including, product information, upgrades, break and enters, scheduling service calls, as well as life and death emergency situations. Key Responsibilities: Respond to all customer inquiries related to billing, contract renewals, account changes, and other customer service related issues; Receive inbound and place outbound calls with the goal of retaining customers through positive customer relationship building; Diffuse irate customer situations by utilizing strong listening skills and probing techniques; Identify reason(s) for customer disconnect and overcome objections; Effectively transition from the sale to upgrading the customer to additional products and services; Education / Experience Requirements: Post-Secondary Education in a related field (i.e. networking, computer science, security, etc.), or High School Diploma with equivalent work experience, preferred; Previous experience in a technical support call centre environment, valuable; Proficient with MS Office Suite (Word, Outlook, Excel, etc.); Other Requirements: Exceptional communication (both verbal and written) skills; An outgoing, self-motivated individual with strong organization and time management skills; Excellent problem solving skills; What we Offer: The potential to develop within a well renowned, dynamic organization; Competitive base wage with potential to earn a bonus each month based on performance; Opportunities may be available to support work from home based on demonstrated performance and competencies; Bilingualism is an asset (English and French); Additional Information: Position Type: Non Management

Job Location: Canada : Ontario : Toronto

Application Deadline: 08/31/2018

Please apply directly online and notify [HR@bellcanada.com](mailto:HR@bellcanada.com) of your application to be considered for this role; Bell is committed to fostering an inclusive, equitable, and accessible environment where all employees and customers feel valued, respected, and supported. We are dedicated to building a workforce that reflects the diversity of the communities in which we live and serve, and where every team member has the opportunity to reach their full potential; Created: Canada, ON, Toronto

Pour plus d'informations, visitez Bell pour Bilingual Technical Support Representative, Alarmforce 1 1