



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: 2024/05/02

Customer Service Rep

Job ID	254569-en_US-8142	
Web Address	https://careers.indigenous.link/viewjob?jobname=254569-en_US-8142	
Company	Rogers	
Location	Hamilton, ON	
Date Posted	From: 2022-01-14	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

Description

We support and encourage employees to find long term success and explore opportunities that play to their individual strengths and passions. We value lateral moves as much as vertical promotions; we believe all roles should develop your skills, broaden your experience, and help you continue on a journey to building a rewarding career at Rogers. We've established a new set of internal hiring rules to help you find long-term success at Rogers. Click[here](https://performancemanager4.successfactors.com/doc/custom/Rogers/Your%20Career%20at%20Rogers%20Ground%20Rules-%20EN.PDF) to access Your Career @ Rogers Ground Rules and become familiar with the new requirements. Wondering what it takes to join our team Click[here](http://rogerscare.rjp.cdglhosting.com/) to try our interactive experience. We recommend that you use Chrome, Safari, Firefox or Internet Explorer 11.37 or above. You can also try it on your mobile device! As we grow our team, the well-being of our team members remains our top priority. To ensure the health and safety of our team members, including those in the recruitment process, our team members are temporarily working from home.

Responsibilities:

- Answer inbound/Wireless Home Internet calls as well making outbound sales calls.
- Complete accurate transactions in a timely manner.
- Incorporate feedback on a regular basis, to improve your personal and professional development.
- Be at ease working in a structured and goal-oriented environment (sales, call duration, quality, customer retention).
- Embrace change in a fast-paced, performance driven team environment.
- Understanding the importance of documentation and sharing information across teams.
- Demonstrating commitment to stay up to date with work processes, policies and company information.
- Embracing change as we are launching Wireless Home Internet and are supporting and collaborating with many new projects.
- Identify and secure sales opportunities during customer interactions focusing on Wireless Home Internet.
- To be able to work on your own and in a team environment.
- To work various 8 hour shifts including weekends, 365 days a year in our continuous Customer Service/Call center.

Minimum Qualifications:

- Completion of high school diploma or higher.
- Customer Champion: passionate about providing world class customer service and sales solutions.
- Accountable and willing to take ownership of problems.
- Available to work on a flexible schedule covering our 8 hour rotating shifts including days, evenings, weekends and statutory holidays to meet customer demand.
- Possess superior multitasking abilities.
- Must be punctual and committed to work

schedules

Demonstrated ability to positively influence others

Demonstrated ability to problem solve in a time pressure environment.

Strong attention to detail, patience and good active listening skills

As a condition of hire, all new employees will be required to provide proof of vaccinations against COVID 19. Any request for an exception under Human Rights legislation must be supported by evidence to be considered by Rogers on a case by case basis.

Please click [here](https://performancemanager4.successfactors.com//RCI/Medical_Exemptions_to_Covid_19_Vaccination_EN.pdf) to review conditions that may qualify for medical exemption to the COVID-19 vaccine.

Schedule: Full time

Shift: Variable

Length of Contract: Not Applicable (Regular Position)

Work Location: 1090 Upper Wellington Street (47), Hamilton, ON

Travel Requirements: None

Posting Category/Function: Call Centre Operations & Customer Service / Sales

Requisition ID: 254569

Together, we

Our people are at the heart of our success

Our customers come first. They inspire everything we do

We do what's right, each and every day

We believe in the power of new ideas

We work as one team, with one vision

We give back to our communities and protect our environment

What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our candidates with disabilities throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the [Rogers FAQ](https://performancemanager4.successfactors.com//RCI/Rogers_Recruitment_FAQ.pdf).

Posting Notes: Customer Experience

For more information, visit Rogers for Customer Service Rep