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

Date Printed: 2024/04/29

Careers.Indigenous.Link

Digital Care Consultant - Work from Home

Job ID	**287123-en_US-5321**	
Web Address	https://careers.indigenous.link/viewjob?jobname=287123-en_US-5321	
Company	Rogers	
Location	Burnaby, BC	
Date Posted	From: 2023-03-30	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

Description

<p>This is a Remote role which means you get to work from home! </p><p> </p><p>At Rogers, we put our customers first in everything we do. We’re committed to creating best-in-class customer experiences for millions of Canadians from coast-to-coast-to-coast. Our Customer Experience team is energetic, empathetic, and dedicated to making a difference – they're passionate about people and ready to do whatever it takes to keep us connected to a world of possibilities and the memorable moments that matter most.

If you're someone who's excited by a challenge, takes initiative, and moved to make a difference, you'll find success here. We’re growing our customer experience teams and are looking for team members who are committed to make more possible for our customers and Canadians every day.

Think you’re up for the challenge and the fun If so, consider the following opportunity:</p><p> </p><p>Wondering what it takes to join our team Click here 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!</p><p> </p><p>Rogers is a proud Canadian company with a rich family history. That’s why it’s always been important to us to give back to our communities and make a positive impact where we live and work. Our team is dedicated to making more possible every day for our customers and for our communities across Canada.Not only is our business strong, but so is our culture. We genuinely care about each other and we know what makes you different makes us great. That’s why we believe in challenging work, rewarding opportunities and building an inclusive future for everyone. Because when our team learns, grows and reaches their true potential – we can make more possible. At Rogers, your journey is filled with limitless possibilities, build the future you want with us. Let’s make your possible at Rogers. </p><p> </p><p>At Consumer Care, we believe our people are the heart of our success. We take pride in connecting Canadians to a world of possibilities and the moments that matter most in their lives by providing the very best wireless, residential and media to Canadians. We are leading the way in 5G for both coverage and reliability. <u>Consumer Care</u> is an opportunity for you to build something amazing, while accelerating your career. Together we can make more possible.   </p><p> </p><p> <u>Life at Consumer Care – What We Offer</u> </p><p><@ Rogers or follow us on LinkedIn>> </p><p> </p><p>We invest in our people to unleash their potential so we can win as a team! As part of the team, you will have access to a ton of amazing resources, discounts and perks. To name a few: </p>
Unlimited access to Headspace Premium for mindfulness training Access to a virtual walk in clinic to connect with Healthcare Professionals from home LIVX – Fitness Membership to attend classes virtually Company matching contributions to charities you support
Paid time off for volunteering
Great benefits, pension plan, RRSP, TFSA and Wealth Accumulation Plan
Employee discounts to our products and services
Leadership development, Mentorship and Coaching programs <p> </p><p>We genuinely care about each other and we’re committed to fostering an inclusive and diverse workplace at Rogers so all of our team members can bring their whole selves to work. We have employee resource groups that build awareness and a culture of allyship for equity-seeking groups, including groups representing People of Colour, LGBTQ2S+, Indigenous Peoples, Persons with Disabilities and Women. We all bring something different, and we know what makes you different makes us great. </p><p>https://youtu.be/i8Cp-R42LtI </p><p> </p><p><u>What We’re Looking for</u> </p><p>We’re looking for someone who will bring enthusiasm and a positive attitude to the work they do. Someone who has a deep passion to listen and genuinely want to help each person they connect with. This role is fast-paced, and the environment is ever changing. You will be challenged to ask the right questions to unlock the appropriate solutions while recommending our products and services to our customers. You will foster collaboration within your team and other departments in efforts to help us work efficiently and provide world class customer service.
 </p><p><u>What You’ll Do</u> </p><p>Our customers come first, and they inspire everything we do. As part of our team, you will be

providing world class customer service by connecting with our customers, analyzing their needs and offering customized solutions through our chat and voice channels. You will receive ongoing training and development to ensure you have all the necessary skills to navigate through our systems to find the solutions and/or the products that best suit our customers. We are there when our customers need us so you will have the ability to work a flexible schedule. You will be speaking to different people from across Canada.   </p><p> </p><p><u>Who You Are </u> </p>
High School Diploma or equivalent 1+ years of customer interaction in a professional role, either face to face or over the phone Expert in communication and listening Strong analytical and problem-solving skills & ability to work a flexible schedule
Minimum of 40 wpm typing
Navigate multiple computer systems & multitasking <p> </p><p>We have a remote-friendly culture. In this role, you will be working from home permanently as long as you meet our requirements which include, but are not limited to, a quiet workspace and the required internet bandwidth. </p><p><p> </p><p>Schedule: Full time
Shift: Variable
Length of Contract: Not Applicable (Regular Position)
Work Location: 4710 Kingsway, Suite 1600 (157), Burnaby, BC
Travel Requirements: None
Posting Category/Function: Call Centre Operations & Customer Service / Sales
Requisition ID: 287123
 </p><p>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.

Posting Notes: Customer Experience</p>

For more information, visit Rogers for Digital Care Consultant - Work from Home