



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.Link's 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:
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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/12

Customer Service Representative - Full-time & Part-time

Job ID	33-91-D7-7D-67-0F	
Web Address	https://careers.indigenous.link/viewjob?jobname=33-91-D7-7D-67-0F	
Company	Northwestel	
Location	Whitehorse, Yukon	
Date Posted	From: 2024-03-26	To: 2024-09-22
Job	Type: Full-time	Category: Service Sector
Languages	English	

Description

The Opportunity

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 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. You will receive paid, full-time training for this position for 8 weeks Monday-Friday 8:30am-4:30pm. Join our team today!

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 assessing customer credit. This includes assessing security deposit requirements based on appropriate credit check procedures and arranging 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 requests.

Effectively resolve conflicts to the mutual satisfaction of both the customer and Northwestel. Provide 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.

Effectively self-manage individual performance to ensure Corporate and Department targets/goals and mandated service levels are achieved.

Participate fully in our organizational health and safety programs, adhering to all safe work practices and procedures and staying focused on continuous improvement. In addition, ensuring all Accident Prevention Program (APP's) training, all Code of Business Conduct (CoBC) training, and all other Occupational Health and Safety (OHS) training are completed on time

Timely completion of all administrative tasks including, but not limited to time reporting, expense reporting and submission of corporate card statements.

Education Requirements

High School Diploma or equivalent

2 years' experience in customer service and/or sales with proven customer service skills

Possess excellent English written/verbal communication skills with strong attention to detail, including managing complex requests

Ability to work effectively individually and as a member of a team with a broad range of duties

Must be computer literate and proficient in Microsoft Office (Excel, Word, Outlook).

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.

Work Environment

Call center environment

Work shifts as required to accommodate customer needs. Maintain punctuality and adhere to scheduled breaks.

How to Apply

Click "Apply Now"