

## MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	CUSTOMER SERVICE IN ENGLISH AND SPANISH
JOB NUMBER	2701
NUMBER OF POSITION/S	3
NOC CODE	6552
CLOSING DATE	No Closing Date
LOCATION	Winnipeg, MB River Heights
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	TBD
HOURLY WAGE RANGE	TBD
WAGE DETAILS	<p>Wage for English Customer Service: \$11 English-Spanish: \$11.55</p> <p>The company fosters an environment of energy, learning and growth. Along with offering competitive pay we are excited to offer great employee benefits including:</p> <ul style="list-style-type: none"> <li>- EcoPass Options</li> <li>- Bonus Incentives</li> <li>- Vacation</li> <li>- Health, Vision, Dental Insurance</li> <li>- LTD</li> <li>- Life Insurance</li> </ul>
JOB TERMS	Full time
JOB DESCRIPTION	<p>The employer is seeking an English Customer Service Representative for our Winnipeg Operations. The Customer Service Representative is the direct link to our clients and their customers. Through communicating with customers and accurately recording their feedback while promptly addressing their needs, overall client satisfaction and retention is increased. The professional frontline support offered by the Customer Service Representative directly helps clients to improve their business. A CSR also provides valuable support to all departments and team members at Market Force Information s Customer Feedback Center of Excellence.</p>
JOB DUTIES	<ul style="list-style-type: none"> <li>- Answer customer calls and assist client in learning and solving problems.</li> <li>- Document all client interactions promptly and accurately.</li> <li>- Follow up on resolutions with emails and/or customer callbacks.</li> <li>- Work within team to find solutions and alternative options.</li> <li>- Respond promptly to emails and voicemails from external and internal clients.</li> <li>- Clear web comments in holding tanks.</li> </ul>

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<b>JOB DUTIES</b>	<ul style="list-style-type: none"><li>- Maintain/update assured reports and call logs.</li><li>- Prepare and issue resolution letters and coupons on behalf of clients.</li><li>- Responsible for being aware of all project parameters necessary for a valid report.</li></ul>
<b>QUALIFICATIONS, REQUIREMENTS &amp; SKILLS</b>	<p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.</p> <p>Education/Experience:</p> <ul style="list-style-type: none"><li>- High School Diploma; or equivalent combination of education and experience.</li><li>- Must be fluent in oral and written English and Spanish</li><li>- Customer service experience required.</li></ul> <p>Computer Skills:</p> <ul style="list-style-type: none"><li>- Proficient in the use and application of MS Office Suite (Word, Excel, PowerPoint and Outlook).</li></ul> <p>Hours of Work:</p> <ul style="list-style-type: none"><li>- CSRs work varied schedules and are expected to have open availability</li><li>- CSRs are requested to have availability to accept shifts during the following work hours: 7:00am to 11:00pm CST Sunday through Saturday</li></ul>
<b>APPLICATION PROCESS</b>	<p>Send targeted resume Apply through your CC</p>
<b>APPLICATION DETAILS</b>	<p>Kindly send your targeted resume to your Career Coach via email. Please indicate the job order number and title in the application.</p>
<b>JD</b>	<p>Aykut Guney</p>