

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

POSITION	WORK AT HOME CUSTOMER SERVICE REPRESENTATIVES
JOB NUMBER	3089
NUMBER OF POSITION/S	1
NOC CODE	1453
CLOSING DATE	No Closing Date
LOCATION	Winnipeg, MB
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	TBD
HOURLY WAGE RANGE	TBD
WAGE DETAILS	<ul style="list-style-type: none"> <li>- \$2.00/hour more for Bilingual Premium.</li> <li>- Benefits package</li> <li>- Performance and commission incentives.</li> </ul>
JOB TERMS	Full time
JOB DESCRIPTION	<p>Company is recruiting for flexible English and French Full Time Work at Home Customer Service Agents to provide inbound service to its list of prestigious clients in Canada.</p> <p>You should be comfortable with using a phone to support and communicate with customers effectively in a private office with no distractions. Answering all incoming calls within quality standards is critical to your success. This position is ideal for someone who can empathize with callers and solve their problems in a calm and patient manner.</p>
JOB DUTIES	<ul style="list-style-type: none"> <li>- Answer, on the phone, inquiries from customers and investigate complaints regarding the establishment's goods, services and policies.</li> <li>- Update accounts</li> <li>- Explain the type and cost of services offered; order services; provide information about claims or accounts; update accounts; initiate billing and process claim payments; and receive payment for services.</li> </ul>
QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none"> <li>- Private office setting must comply with compliance standards (we will require a picture of your office set-up).</li> <li>- Equipment requirements include suitable internet connectivity and a basic analog home phone (cannot be VOIP, with no additional features). All other equipment will be shipped to your home.</li> <li>- Clear criminal record check required</li> <li>- Punctual and committed to work schedules</li> <li>- Work at Home and contact center experience an asset</li> <li>- High school diploma or a combination of education and experience</li> <li>- Comfortable working in a measurable, target-driven environment</li> </ul>

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<b>QUALIFICATIONS, REQUIREMENTS &amp; SKILLS</b>	<ul style="list-style-type: none"><li>- Must have availability to work various full-time shifts including evenings and weekends</li><li>- Basic computer troubleshooting skills</li><li>- Adequate upload/download speed</li><li>- Ability to find customer answers quickly while using multiple resources</li><li>- Ability to deal with customers professionally in a fast and ever changing environment</li><li>- 1 year Customer Service experience</li></ul>
<b>APPLICATION PROCESS</b>	Send targeted resume Apply through your CC
<b>APPLICATION DETAILS</b>	Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.
<b>JD</b>	Stacey Singbeil