

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

POSITION	CUSTOMER SERVICE TECHNICIAN
JOB NUMBER	3751
NUMBER OF POSITION/S	1
NOC CODE	6551
CLOSING DATE	2020-11-30
LOCATION	TBD
ACCESSIBLE BY TRANSIT	No
HOURS PER WEEK	40
HOURLY WAGE RANGE	\$16.50 - \$25.15
JOB TERMS	Full time
JOB DESCRIPTION	Mobile Tech Lab of Winnipeg, Manitoba, is seeking for a Customer Service Technician to join our team to support the growing demand of the business. We have immediate openings for team-oriented individuals seeking career growth. A Customer Service Technician will greet the customers, define the problems and perform level 1,2 and 3 repairs on smartphones, tablets, computers and other electronic devices. We offer competitive package.
JOB DUTIES	<ol style="list-style-type: none"> 1. Greet customers both in person or on the phone; 2. Answer inquires and provide information; 3. Diagnose device issues and explain the services/fees to the customers; 4. Create repair tickets; 5. Repair electronic devices as they are entered in the queue. 6. Communicate with customers and team members on progress of repair tickets; 7. Intake arriving stock and organize as needed; 8. Maintain professional demeanor at work and tidy working space.
QUALIFICATIONS, REQUIREMENTS & SKILLS	<p>Requirements:</p> <ol style="list-style-type: none"> 1. To be able to communicate clearly and effectively in English with customers and other team members; 2. Able to perform level 1,2 and 3 repairs on smartphones, tablets, computers and other electronic devices; 3. Knowledge of iPhones, Samsung, and other smartphone repair techniques; 4. Ability to perform micro-soldering repairs; 5. Ability to diagnose device issues and perform complex board level troubleshooting; 6. Minimum two years of experience working in the industry, 5 years preferred.
OTHER DETAILS	<p>Bilingualism is an asset; Mobility (with a valid license and vehicle) is an asset, as technicians may be shuffled across our multiple locations; Quickly diagnosing repair issues.</p>

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APPLICATION PROCESS	Send targeted resume Apply through your CC
APPLICATION DETAILS	Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.
JD	Norm Mayer