

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

POSITION	CUSTOMER SERVICE TECHNICIAN
JOB NUMBER	3775
NUMBER OF POSITION/S	2
NOC CODE	2282
CLOSING DATE	2020-09-30
LOCATION	Downtown
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	40
HOURLY WAGE RANGE	\$25.15 - \$25.15
JOB TERMS	Full time
JOB DESCRIPTION	<ul style="list-style-type: none"> - To be able to communicate clearly and effectively in English with customers and other team members; - Able to perform level 1,2 and 3 repairs on smartphones, tablets, computers and other electronic devices; - Knowledge of iPhones, Samsung, and other smartphone repair techniques; - Ability to perform micro-soldering repairs; - Ability to diagnose device issues and perform complex board level troubleshooting; - Minimum two years of experience working in the industry, 5 years preferred.
JOB DUTIES	<ul style="list-style-type: none"> - Greet customers both in person or on the phone; - Answer inquiries and provide information; - Diagnose device issues and explain the services/fees to the customers; - Create repair tickets; - Repair electronic devices as they are entered in the queue. - Communicate with customers and team members on progress of repair tickets; - Intake arriving stock and organize as needed; - Maintain professional demeanor at work and tidy working space.
QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none"> - 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.
OTHER DETAILS	<p>Schedule:</p> <ul style="list-style-type: none"> - Day shift - Monday to Friday - Weekends <p>Benefits:</p> <ul style="list-style-type: none"> - Casual Dress

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OTHER DETAILS	<ul style="list-style-type: none">- Flexible Schedule- On-site Parking- Store Discount
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 tittle in your application.
JD	Norm Mayer