



eCom Customer Care provides top notch customer service to over 200,000 customers around the world per year. With a culture unlike any other in Winnipeg, you can expect a fun, friendly and flexible work environment when you join our growing team. Paired with our extensive benefits package and competitive wage, eCom has become a top choice in Winnipeg for people seeking customer focused employment.

The successful candidate will have extensive training & one-on-one coaching to ensure they succeed in their new role. They will be joining a high-energy & supportive team of 100+ client service representatives taking inbound customer requests through phone, email and live chat.

As an employee of eCom Customer Care, you can look forward to:

- Extensive health & dental benefits
- Competitive wages with flexible hours (day & evening shifts available)
- Bi-Weekly Bonus - Biweekly incentive for being on time and present for all shifts
- Small training classes
- Discounted monthly transit passes (EcoPass)
- Casual dress code
- Social Committee Events

Our Customer Service Representatives (CSR) are responsible for delivering fast & effective customer service to new and existing clients while promoting a variety of products and services.

Principal Duties & Responsibilities:

1. Ability to empathize and build rapport with customers across all platforms & communication channels: phone, email or live chat
2. Creates a positive customer experience through training-based knowledge of our products & services
3. A team player that encourages and helps other team members when necessary
4. Meets or exceeds established targets on converting new and existing customer calls
5. Continually willing to learn and maintains familiarity with company policies & procedures in a sales driven environment

Job Requirements:

- Customer services & sales experience with a strong focus on relationship building
- Demonstrated problem solving skills & a flexible attitude to daily work
- Strong organizational skills with attention to detail
- Intermediate computer & internet usage skills including accurate data entry
- Continuous learner who is always open to improvements & enjoys working with a team
- Minimum Grade 12 education or GED equivalent
- Call centre experience & bilingualism is an asset

If this sounds like the right opportunity for you, please email your resume to britchie@ecomcc.ca to apply!