

Call Center /Customer Service Representative

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Company: Bradford Technologies

Location: Canada

Category: office-and-administrative-support

Bradford Technologies has created a system that empowers appraisal teams to work efficiently, reducing time and distance factors and significantly increasing appraisal production and profitability.

The Role

You will be responsible for :

Building strong client relationships by providing customers with ongoing support and regular sharing of best practices, insights, and product knowledge.

Partnering with the sales team to ensure that new customers are onboarded successfully.

Identifying opportunities across the customer lifecycle to increase customer satisfaction and revenue.

Ensuring a high level of customer renewals.

Building strong product expertise and providing training & ongoing support as required.

Providing feedback and advocacy on customer pain-points to internal teams.

Handling inbound calls and emails in a professional manner.

Resolving customer inquiries and requests and ensuring strong customer satisfaction.

Working with various internal teams to ensure prompt and accurate order processing and delivery.

Escalating customer feedback as required.

Ideal Profile

You have at least 1 year experience within a Customer Service or Customer Success role, ideally within the IT Services industry.

You possess excellent interpersonal as well as written and verbal communication skills.

You are adaptable and thrive in changing environments

You possess strong analytical skills and are comfortable dealing with numerical data

You pay strong attention to detail and deliver work that is of a high standard

What's on Offer?

A role that offers a breadth of learning opportunities

Work alongside & learn from best in class talent

Flexible working options

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