

## Entry Level Remote Customer Service Representative (Saskatchewan)

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Company: The Sydney Call Centre

Location: Canada

Category: office-and-administrative-support

### POSITION OVERVIEW

#### ENTRY-LEVEL REMOTE CUSTOMER SERVICE REPRESENTATIVE (SASKATCHEWAN)

We are looking for full-time customer service representatives to support inbound customer service, help desk, and back-office processing representatives for commercial and public sector support positions. In this role, you will handle inbound calls, troubleshoot basic technical issues, build strong relationships with customers while professionally representing some of the most recognizable brands in the world.

Schedules vary by site and project; however, we can usually find something that works for everyone. This is a wonderful opportunity for you to start your career with our growing team, and with our industry-leading training, you are sure to grow. We offer many advancement opportunities, including Supervisor, Trainer, Talent Acquisition, and Operations Management. To be considered for this position, you must complete a full application on our company careers page, including screening questions and a brief pre-employment test.

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### POSITION RESPONSIBILITIES

#### WHAT DOES A WORK AT HOME CONTACT CENTER REPRESENTATIVE DO?

This position supports customer service, technical support, and customer sales interactions. This role requires you to interact with hundreds of customers each week across the country to resolve support issues, sell new products and services, and ensure best in class

customer experience. In addition to being the best in the business when it comes to customer interactions, you will need to be confident, fully engaged, a team player, and dedicated to bringing a positive and enthusiastic outlook to work each day.

**Our entry-level Contact Center Representatives are responsible for the following tasks:**

Listen to customers, understand their needs, and resolve customer issues

Utilize systems and technology to complete account management tasks

Recognize sales opportunity and apply sales skills to upgrade

Explain and position the products and processes with customers

Appropriately escalate customer dissatisfaction with managerial team

Ensure first call resolution through problems solving and effective call handling

**CANDIDATE QUALIFICATIONS**

**WONDER IF YOU ARE A GOOD FIT?**

MCI provides all new employees with world-class training, so all positive, driven, and confident applicants are encouraged to apply. Ideal candidates for this position are highly motivated, energetic, and dedicated.

**Qualifications**

Must be 18 years of age or older

High school diploma or equivalent

Excellent organizational, written, and oral communication skills

The ability to type swiftly and accurately (20+ words a minute)

Basic knowledge of Microsoft Office Suite (Excel, PowerPoint, Word, Outlook)

Basic understanding of Windows operating system

Highly reliable with the ability to maintain regular attendance and punctuality

The ability to evaluate, troubleshoot, and follow-up on customer issues

An aptitude for conflict resolution, problem solving and negotiation

Must be customer service oriented (empathetic, responsive, patient, and conscientious)

Ability to multi-task, stay focused and self manage

Strong team orientation and customer focus

The ability to thrive in a fast-paced environment where change and ambiguity prevalent

Excellent interpersonal skills and the ability to build relationships with your team and customers

## **COMPENSATION DETAILS**

### **WANT AN EMPLOYER THAT VALUES YOUR CONTRIBUTION?**

We believe that hard work should pay off, so we make sure that our compensation and total rewards are competitive. Standard starting compensation is commensurate with experience.

Regular reviews and raises are awarded based on tenure and performance, so our employees make more each year.

Employees earn paid time off as well as paid holidays and paid training opportunities. Regular daily, weekly and monthly incentives are part of the overall compensation our team members enjoy and include monetary incentive and prizes such as computers, tablets, phones, TV's, trips, tickets, and even cars. In addition to our standard group benefits offering for full-time employees following 90-days of employment, all employees are eligible to opt for our MEC medical plan after only 30-days of employment. Benefits options and plans vary slightly by location.

### **JUST A FEW OF THE BENEFITS**

Medical, Dental, and Vision Coverage Options

Paid Time-Off

Advancement Opportunity

Fun, Engaging Work Environment

Casual Dress Code

Cash and Prize Contests

## **PHYSICAL REQUIREMENTS**

This job operates in a professional office environment. While performing the duties of this job, the employee will be largely sedentary and will be required to sit/stand for long periods while using a computer and telephone headset. The employee will be regularly required to operate a computer and other office equipment, including a phone, copier, and printer. The employee may occasionally be required to move about the office to accomplish tasks; reach in any direction; raise or lower objects, move objects from place to place, hold onto objects, and move or exert force up to forty (40) pounds.

### **CONDITIONS OF EMPLOYMENT**

Must be authorized to work in their country of residence (The United States or Canada)

Must be willing to submit up to a LEVEL II background and/or security investigation with a fingerprint. Job offers are contingent on background/security investigation results

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