

Remote Customer Service Representative (Manitoba)

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Company: Mass Markets

Location: Canada

Category: office-and-administrative-support

POSITION OVERVIEW

REMOTE CUSTOMER SERVICE REPRESENTATIVE

Looking for opportunities to work for a rapidly growing company? We are looking for call center representatives to support inbound and outbound customer service and sales projects for a wide variety of clients. In this role, you will handle inbound inquiries, troubleshoot basic technical issues, and provide customers with quality product and services. Candidates should have excellent communication skills, willing to learn on the job, and be highly reliable.

There are a wide variety of project openings available representing some of the most recognizable brands in the world. Schedules vary by site and program; however, we can usually find something that works for everyone.

This is an entry-level position that offers on the job paid training. While prior contact center experience isn't required, experience in customer service, tech support, inside sales or back-office support is a plus.

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

REASONABLE ACCOMMODATION

Consistent with the Americans with Disabilities Act (ADA) it is the policy of MCI and affiliates to provide reasonable accommodation when requested by a qualified applicant or employee with a disability unless such accommodation would cause undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment. If reasonable accommodation is needed, please contact Kate Murph, Vice President of Human Resources, .

EQUAL OPPORTUNITY EMPLOYER

At MCI and its subsidiaries, we embrace differences and believe diversity is a benefit to our employees, our company, our customers, and our community. All aspects of employment at MCI are based solely on a person's merit and qualifications. MCI maintains a work environment free from discrimination, one where employees are treated with dignity and respect. All employees share in the responsibility for fulfilling MCI's commitment to a diverse and equal opportunity work environment.

MCI does not discriminate against any employee or applicant on the basis of age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations, and ordinances. MCI will consider for employment qualified applicants with criminal histories in a manner consistent with local and federal requirements.

MCI will not tolerate discrimination or harassment based on any of these characteristics. We adhere to these principles in all aspects of employment, including recruitment, hiring, training, compensation, promotion, benefits, social and recreational programs, and discipline. In addition, it is the policy of MCI to provide reasonable accommodation to qualified employees who have protected disabilities to the extent required by applicable laws, regulations, and ordinances where an employee works.

ABOUT MCI (PARENT COMPANY)

MCI helps customers take on their CX and DX challenges differently, creating industry-leading solutions that deliver exceptional experiences and drive optimal performance. MCI assists companies with business process outsourcing, staff augmentation, contact center customer services, and IT Services needs by providing general and specialized hosting, software, staff, and services.

In 2019 Marlowe Companies Inc. (MCI) was named by Inc. Magazine as Iowa's Fastest Growing Company in the State of Iowa and was named the 452nd Fastest Growing Privately Company in the USA, making the coveted top 500 for the first time. MCI's subsidiaries had previously made Inc. Magazine's List of Fastest-Growing Companies 15 times respectively. MCI has fifteen business process outsourcing service delivery facilities in Iowa, Georgia, Florida, Texas, Massachusetts, New Hampshire, South Dakota, New Mexico, California, Kansas, and Nova Scotia.

Driving modernization through digitalization, MCI ensures clients do more for less. MCI is the holding company for a diverse lineup of tech-enabled business services operating companies. MCI organically grows, acquires, and operates companies that have a synergistic products and services portfolios, including but not limited to Automated Contact Center Solutions (ACCS), customer contact management, IT Services (IT Schedule 70), and Temporary and Administrative Professional Staffing (TAPS Schedule 736), Business Process Management (BPM), Business Process Outsourcing (BPO), Claims Processing, Collections, Customer Experience Provider (CXP), Customer Service, Digital Experience Provider (DXP), Account Receivables Management (ARM), Application Software Development, Managed Services, and Technology Services, to mid-market, Federal & enterprise partners. MCI now employs 10,000+ talented individuals with 150+ diverse North American client partners across the following MCI brands: GravisApps, Mass Markets, MCI Federal Services (MFS), The Sydney Call Center, OnBrand24, and Valor Intelligent Processing (VIP).

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The purpose of the above job description is to provide potential candidates with a general overview of the role. It's not an all-inclusive list of the duties, responsibilities, skills, and qualifications required for the job. You may be asked by your supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

The employer has the right to revise this job description at any time. This job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.

Options

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