

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

POSITION	CUSTOMER SERVICE REPRESENTATIVE
JOB NUMBER	3071
NUMBER OF POSITION/S	TBD
NOC CODE	1453
CLOSING DATE	No Closing Date
LOCATION	Winnipeg, MB Downtown
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	TBD
HOURLY WAGE RANGE	TBD
WAGE DETAILS	Competitive Salary, plus Health/Medical, Dental and Vision Benefits (if applicable)
JOB TERMS	Other
JOB DESCRIPTION	Customer Service Representatives are passionate about delighting customers by making every interaction an unforgettable experience, whether that's through inbound calls, emails and/or chats.
JOB DUTIES	<p>As per NOC:</p> <ul style="list-style-type: none"> - Customer service clerks in retail establishments answer, in person or on the phone, inquiries from customers and investigate complaints regarding the establishment's goods, services and policies; arrange for refunds, exchange and credit for returned merchandise; receive account payments; and receive credit and employment applications. - Call center agents take customer orders for goods or services; promote goods or services; respond to inquiries and emergencies; investigate complaints and update accounts. - Customer service clerks in insurance, telephone, utility and similar companies explain the type and cost of services offered; order services; provide information about claims or accounts; update accounts; initiate billing and process claim payments; and receive payment for services. - Information clerks provide information to customers and the public concerning goods, services, schedules, rates, regulations and policies in response to telephone and in-person inquiries
QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none"> - A high school diploma or GED equivalent. - Amazing people skills. You're a great listener and communicator. - One year of customer service experience is preferred. - Calm under pressure. You can make smart decisions in a fast-paced work

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QUALIFICATIONS, REQUIREMENTS & SKILLS	environment. - Stellar phone presence. People can hear you smiling! - A performance mindset. Youre motivated by results and self-improvement.
OTHER DETAILS	Full-time, Part-time (shifts may depend on availability)
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 title in your application.
JD	Cheryl Simoens