

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

POSITION	CONSUMER SALES & SERVICE REPRESENTATIVE
JOB NUMBER	3074
NUMBER OF POSITION/S	1
NOC CODE	1453
CLOSING DATE	2018-01-19
LOCATION	Winnipeg, MB Downtown
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	TBD
HOURLY WAGE RANGE	\$21.65 - \$21.65
JOB TERMS	Part Time
JOB DUTIES	<ul style="list-style-type: none"> - Representatives provide customer service and support of Home Phone, TV, Internet and Wireless products and services with the promotion of features and benefits of company products and services; - Troubleshooting and resolution of hardware, software and network issues; and clarification of billing inquiries - Soft collection to cure past due accounts and resolution of inaccuracies. - - Representatives build and strengthen internal and external customer and retail partner relationships to create an exceptional customer experience.
QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none"> - High School Diploma or GED; or an equivalent combination of education and related work experience. - Technical education or training is an asset for Technical Support Representative positions. - Experience providing superior, prompt and quality customer service and the ability to provide solutions to meet customer needs and handle customer concerns with an emphasis on complaint resolution and negotiation, troubleshooting, customer account collection, customer retention and/or promotion of products and services. - Experience with personal computers in a Windows and/or Macintosh environment including Microsoft Office tools, Internet Browsers and E-mail platforms, and the ability to learn and use multiple programs and applications quickly and effectively. - Ability to communicate effectively both written and oral. - Ability to work both collaboratively in a team and independently in a fast-paced, multitasking environment. - Ability to develop and enhance internal and external client relationships. - Experience selling in a competitive environment with the ability to communicate service options, features and solutions to fulfill customer needs is an asset.
OTHER DETAILS	In-depth training is provided for all positions which includes up to six weeks of

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OTHER DETAILS	<p>classroom instruction and up to two weeks of on-the-floor practical training with senior experienced representatives to apply the knowledge and techniques acquired from the classroom instruction.</p> <p>Company is an employment equity employer and values a diverse workforce. Company will provide reasonable accommodation to job applicants with disabilities. In support of our employment equity program, women, visible minorities, aboriginal people, and persons with disabilities are encouraged to apply and self-identify in the application process.</p>
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	Norm Mayer