

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

POSITION	CUSTOMER SERVICE REPRESENTATIVE
<b>JOB NUMBER</b>	3105
<b>NUMBER OF POSITION/S</b>	1
<b>NOC CODE</b>	1453
<b>CLOSING DATE</b>	2018-01-16
<b>LOCATION</b>	Winnipeg, MB St. James-Assiniboia
<b>ACCESSIBLE BY TRANSIT</b>	Yes
<b>HOURS PER WEEK</b>	40
<b>HOURLY WAGE RANGE</b>	\$12.00 - \$14.25
<b>JOB TERMS</b>	Full time
<b>JOB DESCRIPTION</b>	The Customer Service Representative (CSR) is responsible for delivering World Class Service, promoting mutually beneficial products, services, and sales to customers so that each new and existing client continues or begins to utilize Company for their contact center needs. The Customer Service Representative is progressively cross-trained with the goal of being able to full any position in the department.
<b>JOB DUTIES</b>	<ul style="list-style-type: none"> <li>- Meets or exceeds established targets on concerting new and existing customer calls to sales.</li> <li>- Educates the customer on the best price and availability of products in addition to education the customer on all available added benefits.</li> <li>- Meets or exceeds established targets if conversion rates and targets on sales/clarification and customer service activities.</li> <li>- Provides exceptional and professional service while maintaining a high Call Quality score on customer interactions which is based upon sales and customer service focused evaluations administered by the management team.</li> <li>- Maintains established targets on error rates.</li> <li>- Creates a "seamless" experience for customers by assisting co-workers in all departments</li> <li>- Participates on special projects as assigned</li> <li>- Continually learns and maintains familiarity with all new and existing policies/procedures in a sales driven environment</li> </ul>
<b>QUALIFICATIONS, REQUIREMENTS &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>- Exceptional sales/persuasion/negotiating skills to convert customer and close sales</li> <li>- Is available to work varying shifts as required by the company and accurately reflects hours worked in the company system.</li> <li>- Ability to identify barriers/obstacles to sales and overcome on added benefits as well as the best price available.</li> <li>- Excellent customer service skills with the focus on the benefits of the optimized order for the customer</li> </ul>

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<b>QUALIFICATIONS, REQUIREMENTS &amp; SKILLS</b>	<ul style="list-style-type: none"><li>- Demonstrated problem solving skills</li><li>- Strong organizational skills with attention to detail.</li></ul>
<b>APPLICATION PROCESS</b>	Send targeted resume Apply through your CC
<b>APPLICATION DETAILS</b>	Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.
<b>JD</b>	Norm Mayer