



# CUSTOMER SERVICES REP/ MARKETING & PROMOTIONS/ TECH

## CALL CENTER INDUSTRY

### Required Qualifications

THESE POSITION ARE MOSTLY INBOUND CALLS

- MINIMUM 6 months customer service experience
- Must be 18 years old, Type 25 wpm
- High School Graduate or GED
- Excellent command of the English language - both verbal, written and comprehension in advanced English.
- Enthusiastic and energetic, Strong written and verbal communication skills
- Great Work ethic, punctual, competitive and sales and customer service oriented
- Computer Literacy
- Must have availability to work various shifts influenced by current business needs.
- ID required to complete a Criminal Background check

### Responsibilities

- Provide excellent customer service at all times with customers on Inbound calls
- Follow up to customer inquiries by taking specific action in a timely manner
- Enters data from customers into various software programs
- Appropriately communicate with upset customers to assist in their inquiries
- Thrives as a team player in a fast-paced, high-energy, change-oriented environment
- Participates in additional training courses when needed
- Performs other related duties and assignments as required and as assigned by supervisor or manager
- Paid training also

### Employment Details

<b>Wage</b>	\$14 per hour to start	<b>Hours</b>	Days, evenings, Nights and overnight (Flexible)
<b>Employment Terms</b>	Full time hours Medical & Vision benefits available after 90 days plus Dental after 6months		
<b>Major Intersection</b>	Yonge & Eglinton (Toronto)	<b>Public Transit</b>	Yes

### Job Order details

<b>Job Developer</b>	Clohe 416-760-2573	<b>Job Order #</b>	170151	<b>No. Of Positions</b>	5-10
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If you are registered with The Learning Enrichment Foundation: Please call the Job Developer.  
If you are not registered: Apply for this position in person at **116 Industry Street** Toronto, M6M 4L8, **Monday to Friday, 9:00am - 3:30pm.**  
Your S.I.N. and an updated resume are required for registration.