



# CUSTOMERS ADVOCATE

## CALL CENTER INDUSTRY

### Required Qualifications

As a Customer Advocate, you will call customers who very recently cancelled their wireless services and engage them in conversation to understand the reasons they left. After gaining this understanding, you will entice them to return to our client using your arsenal of lucrative offers and winning personality.

- Love your smartphone and knowledgeable about what's on the market
- Know how to relate to various personalities and age groups
- Are a competent computer user with an ability to learn new software
- Are self-motivated and able to complete multiple tasks at a time with ease
- Willingness and desire to receive coaching and mentorship
- Paid training, plus opportunity to start earning top dollar incentives as soon as training is completed.
- Performance based bonus plan - uncapped bonus earning potential and monthly employee performance incentives paid the next month \* Benefit Plan
- Employee awards and recognition program to reward our highest performers
- Advancement opportunities, promote from within into our leadership team.

### Responsibilities

- Accurately document customer interactions within the appropriate systems to ensure consistency in customer engagement
- Apply techniques offered in training and coaching for continuous improvement towards sales and performance targets
- Adhere to quality expectations as set by the client and the company using high sales integrity practices and hitting key points for branding purposes

### Employment Details

<b>Wage</b>	\$14/hour plus uncapped bonuses.	<b>Hours</b>	Mon-Friday 9:00am-11:00pm & weekend
<b>Employment Terms</b>	Will be any 8hr shift, plus weekend hours will be 10am-6pm(work 5 days, get 2 days off).		
<b>Major Intersection</b>	Yonge & Davisville (Toronto)	<b>Public Transit</b>	Yes

### Job Order details

<b>Job Developer</b>	Clohe 416-760-2573	<b>Job Order #</b>	180013	<b>No. Of Positions</b>	5-10
----------------------	--------------------	--------------------	--------	-------------------------	------

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.