Full-Time Inbound Customer Service Representative – Work From Home

If you are looking to join a dynamic and diversified team in a fast-paced environment that values and respects both its customers and employees then TWCC Contact Centre Services Ltd will be an excellent fit for you. TWCC has opportunities for **Remote-Work From Home Customer Service Representatives, both English and French** with paid training commencing November 30, 2026. (2 weeks on-site training required in Winnipeg).

Job Overview:
Successful candidates will provide exceptional service to customers requiring information, support and guidance on insurance claims in an inbound work from home environment **with no sales component**. All successful candidates will complete 5 days of on-site training starting at $17.35/hour and can earn up to $19/hour in total compensation, plus incentives. French Bilingual Agents starting at $20/hour, plus incentives.

Summary of Accountabilities:

- Meet or exceed established performance targets/KPI's;
- Provide complete and accurate information in a professional, courteous and pleasant manner;
- Identify customer's needs through effective probing and listening;
- Recommend appropriate options and solutions to fulfill customer's need;
- Complete post call documentation accurately and timely.

Required Skills and Attributes:

- Excellent customer service skills providing a positive customer experience with every call;
- Proven effective communication skills (listening/verbal/interpretation);
- Multi skilling (reading, keying and listening);
- Strong keyboarding and computer skills including an ability to assist with smart phone and multiple PC applications (ie. internet and smart phone navigation);
- Drive for helping customers and providing engaging, polite, professional and helpful service;
- Team player; coachable and open to feedback.

TWCC will conduct, at no cost to the applicant, a Personal Enhanced Reliability Check (PERC) clearance issued by the Government of Canada. Candidates will be required to provide 2 pieces of valid Government ID prior to employment.

Please upload a personal resume via https://careers.twcc.ca/ or click on QR code to be directed to the website:

SCAN ME

Thank you for applying. Those selected will receive a call or email.