Position: Inbound Customer Service Representative – Part time (20-40 hours/week)

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. (TCSS) will be an excellent fit for you. We have a 4 week training class beginning on November 10 and November 24, 2026.

The TWCC Group of Companies are committed to the efforts of economic reconciliation for Indigenous people in Manitoba and across Canada. We strive to foster a diverse, inclusive workplace that is not only a representative of the broader community, but also the Indigenous communities that form the ownership of TWCC. As part of this commitment, preference will be given to qualified applicants who self-identify as Indigenous in the application process.

Job Overview:
Provide exceptional service to customers requiring information, support and guidance in an **inbound Contact Centre with no sales component**. All successful candidates must complete four weeks of paid training.

Summary of Accountabilities:

- Meet or exceed established performance targets (attendance, call quality, call handling time)
- 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)
- Ability to function in a dual monitor and multi program computer setup;
- Drive for helping customers and providing engaging, polite, professional and helpful service;
- Team player; coachable and open to feedback

Job Requirement: Security Clearance
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.

Compensation
Base starting wage is **$17.35/hour, however, Representatives can earn up to $19.00** with performance incentives.

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



Thank you for applying, only those selected to progress to the interview process will be contacted.