



Position: 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 **Customer Service Representatives** within its Contact Centre (Remote Model -Work From Home) with paid training commencing in May and July 2024.

Job Overview:

Successful candidates will provide exceptional service to customers requiring information, support and guidance in an **inbound Contact Centre with no sales component**. All successful candidates will complete 5 days of self-led training starting at \$16.30/hour and can earn up to \$18/hour in total compensation 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:



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