



**Customer Liaison Representative**  
**Woodstock, ON (Remote)**  
**Full-time**

### **Wizard of all things Customer Service and Technology**

**In this front-line position, you will use your Jedi mind powers to detect customer needs and keep them connected to everything important...from working remotely to gaming with friends.**

At Execulink Telecom, we live and breathe our Vision: To enhance your Lifestyle at Home, Work and Play! Execulink is in search of people like you to connect our customers to everything that matters, by providing AWESOME customer service through phone calls, emails and online chats to customers who require support. Customer requests involve a high volume of technical troubleshooting while also handling calls about account updates, rescheduling installations, payments, and service education.

#### **How you'll succeed in this role**

- Provide awesome service to our customers with a goal call resolution time of 12 minutes or less, and follow up call times of less than 25 minutes
- Help customers using our innovative technology and customer remote assistance apps
- Assist our sales team in enhancing the lifestyle of our customers by providing referrals for improved services
- Give our customers an awesome experience with every interaction by providing effective resolutions to inquiries and technical support requests

#### **Tell me more!**

#### **You want to support a company you believe in**

At Execulink, we *live* our Values. We build up our community by giving back through community donations that matter to you. Check out our [Humans of Execulink](https://www.execulink.ca/blog/tag/humans-of-execulink/) Blog to see why our employees love being part of this awesome team:  
<https://www.execulink.ca/blog/tag/humans-of-execulink/>

#### **Work from your own home office**

This is a permanent work-from-home opportunity! Flexible workspace is also available to employees at our local Woodstock headquarter.

All aspects of the role can be completed from home. This includes the structured training and onboarding experience: we are dedicated to providing in-depth, integrated training and support to ensure success in your new role.

*To take advantage of this work-from-opportunity you must have:*

- The ability to work independently in a dedicated and quiet workspace (such as a room or office with a door that closes)
- High speed internet able to support awesome call quality with a minimum download speed of 15 mbps
- A plan to continue work in the event of an outage: this could include the ability to work from our office, an alternate site or use of a Wi-Fi hotspot

**When it comes to benefits, we have you covered!**

Our awesome coverage includes benefits such as contributed retirement savings, discounted services, medical and dental coverage, tuition reimbursement, a health and wellness program and interest-free equipment purchase loans.

**You want fair pay for your hard work**

*Our variable structure allows us you to earn more for your achievements!*

- Your target compensation is **\$20.01**/hour
- Your competitive hourly base pay is \$18.01/hour. The remaining 10% of your pay is variable as you reach achievable targets related to your awesome customer service. Your variable compensation is paid quarterly.

**You are a technology-savvy customer service expert who brings:**

- A minimum of 1 year of experience in a customer service environment
- A technical post-secondary education or related experience in Telecom or a similar computer help desk role
- Strong computer literacy and the ability to proficiently and fluently use internet navigation programs
- Superior communication skills; able to clearly explain unfamiliar concepts to our customers in a clear and concise manner via telephone, email, and web-based live chat
- The ability to thrive in a fast-paced and dynamic environment
- Excellent attendance
- Able to work 40 hours per week with shifts scheduled in a 24/7 structured environment. Shifts are scheduled between 7:00 A.M. and 11:00 P.M. Monday-Sunday.
- *Execulink requires successful candidates to provide proof of COVID-19 vaccinations as approved for use by Health Canada*

**Are you ready to join an awesome team that feels like family?**

**Our next training session begins October 17, 2022!**

- Submit your cover letter and resume to [work@execulinktelecom.ca](mailto:work@execulinktelecom.ca)

*Execulink is conducting all interviews for this role via video chat.*



At Execulink Telecom, the largest locally owned independent telecom company in Southwestern Ontario, our only goal is to enhance your lifestyle at home, work, and play. As we grow rapidly, we have an unwavering commitment to continue to build a positive team with a friendly, family-spirited approach. The selection of exceptional talent is important to us! When you join Execulink, you're joining a team that's focused on not only providing an AWESOME experience to our customers but to our employees as well. We live and breathe our Vision, Mission, and Values and are searching for individuals who are excited to contribute and do the same.

*Execulink Telecom is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.*