

Sales Support Representative- Scheduling
12 – 18 Month Contract, Full Time
Work at Home

About This Opportunity

Execulink is currently hiring a Sales Support Representative on a for a full-time 12-18 month contract. As a Sales Support Representative, you provide an AWESOME experience to Execulink's new and existing customers with a prime focus on scheduling installations and repairs.

The successful candidate for this role has a passion for customer service, excellent communication and organizational skills, and a background in scheduling.

How you'll succeed in this role:

- Have awesome, efficient service interactions that wrap in 8 minutes or less
- Complete your customer scheduling tasks in an prompt manner, with the highest quality and attention to detail
- improve the lives of our customers at home work and play by referring new sales opportunities

More details about this opportunity:

- Work from Home exclusively, 40 hours per week
- Department hours are 7:30 am to 5:00 pm, Monday to Friday, with shifts as scheduled. Hours will be adjusted based upon customer need.
- There is the possibility of some evenings and weekends to participate in business development activities

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](#)

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

The exclusive work-from-home experience includes our interview, training and onboarding process! Flexible workspace is also available to employees at our local Woodstock headquarters.

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

Support our Sales Support Scheduling team as you

- Ensure all aspects of the service scheduling are completed accurately and in an efficient manner to meet KPI and Sales Support targets
- Build excellent and trusting relationships with customers to ensure post sale activities are performed to the customer's satisfaction

- Respond to inbound call and email inquiries from existing customers
- Identify additional sales opportunities and gain permission to engage a Sales Representative
- Establish proactive communication and provide well-informed direction to the customer and other departments during implementation of the solution
- Schedule on-site installations, repairs, changes, and maintenance with internal, and external resources
- Engage in frequent communication with the Sales teams to exchange important customer information
- Manage escalations and rejection orders from third party services
- Work as a part of a team to meet goals and expectations as provided through the Supervisor and company directive
- Actively participate in company and team provided training, coaching, and meetings

Your expertise and qualifications include

- 2 years' experience in scheduling/dispatching in a contact centre environment
- Experience working with CRM applications
- Demonstrated proficiency in a Windows PC environment, combined with demonstrated keyboarding and data entry abilities; proficient within the Microsoft Office Suite including Word, Excel, and Outlook, experience working with CRM applications preferred
- Demonstrated ability to communicate clearly and effectively with confidence using superior customer service skills to manage customer expectations and ensure an awesome customer experience, all within a queued, contact centre environment.
- Strong organizational skills, including the ability to prioritize, plan, coordinate and monitor a significant number of functions at once; attention to accuracy, detail, and follow-up
- *For employees wishing to work in office or attend company sponsored events, Execulink requires proof of COVID-19 vaccinations as approved for use by Health Canada*

Ready to join our awesome team?

Submit your cover letter and resume in confidence to work@execulinktelecom.ca today, and in your cover letter tell us why you would excel as a member of our Sales support team!

We appreciate all applications; however, only qualified candidates will be contacted for further screening.

About Us

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 Mission, Vision 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.