

Customer Care (Store) Representative
Full-Time, 6-Month Contract
Theftford, ON

You deserve an awesome career! At Execulink, you'll join a team of talented individuals supported by an organization committed to fostering your career development and growth. As we rapidly grow, we continue our unwavering commitment to live and breathe our Vision, Mission and Values. While enhancing life at home work and play, we continue to grow our team with innovative individuals who are as excited about creating an awesome experience for our customers as we are!

Building long-term relationships with new and existing customers, you make every transaction an experience to remember.

You are Concierge of Customer Care

As a Concierge of Customer Care, you are the face of Execulink. You maintain excellent interactions while catering to the sales and service needs of new and existing customers and deliver an AWESOME service experience in every transaction!

As a successful Concierge of Customer Care, you will

- Deliver products and services to our customers, keeping in mind the highest quality standards in all you do
- Close sales on meaningful telecom products and services

Tell me more!

- Full-time, 6-Month Contract role
- Based in our Theftford sales office
- Regular work hours are Monday to Friday, 8:00am-4:30pm
- Flexibility is required to work outside normal store hours to support events around the Community, as needed

Work for a company that supports what is most important to you

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/>

As a part of our Execulink family, you will enjoy

- Providing exceptional customer service through accurate and efficient processing of requests
- Conveying clear communication and coordination with other departments as required.
- Completing customer requests that range from hardware pick up and return, payments, account updates, service education and some technical support.
- Building positive customer relationships by attending open houses and community events.
- In working with customers, you will identify sales opportunities and hand off customers to our Sales Representatives. When the Sales Representative is not in the office, you will fulfill sales requests

You are an exceptional service provider with

- Demonstrated successful customer service experience
- Ability to live our Mission, Vision and Values
- Demonstrated proficiency in a Windows PC environment, combined with demonstrated keyboarding and data entry abilities
- Valid Class G Driver's Licence and access to reliable transportation
- High school diploma or GED; post-secondary level education is preferred
- Successful candidates are required to complete clear criminal background screening

Ready to start an awesome new career?

- In your cover letter tell us why you'd make an awesome addition to our team!
- Submit your cover letter and resume in confidence to buildyourcareer@execulinktelecom.ca

Execulink appreciates all applications; please note that only successful 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 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.