

Help provide Execulink customers with the AWESOME experience they deserve!

Position Title: Customer Liaison

Location: Woodstock, ON

Job Classes: Full & part-time positions available

As a Customer Liaison, you are the first point of contact for Execulink's customers. You are key in building and maintaining our relationship with our customers through the delivery of an AWESOME service experience.

In a contact centre setting, you will provide exceptional customer service through efficient processing of requests, clear communication, and coordination/handoff with other departments as required, to resolve customer inquiries. The forefront of customer requests involves a high volume of technical troubleshooting, while also handling calls about account updates, rescheduling installations, payments and service education.

Wage/ What We Offer

- Comprehensive training
- Competitive pay starting at \$37 125 per year
- This is a 90/10 pay structure. 90% base pay and 10% variable pay. The variable pay is paid out quarterly to equate to a top hourly rate of \$17.85/hour.
- Full time employees, and part-time employees consistently working 25+ hours weekly, are eligible for our benefits package! This includes medical, dental, vision, retirement savings, health & wellness program, employee discount plan, tuition reimbursement program & interest free computer loans is available.
- Career advancement opportunities

You Offer

- Minimum 2 years of experience in a customer service environment
- Computer literate, ability to proficiently and effortlessly use the internet navigation programs
- Strong communication skills; able to clearly explain unfamiliar concepts to our customers in a clear and concise manner via telephone, e-mail and web based live chat.
- The ability to work in a fast-paced and dynamic environment
- A sense of accomplishment in resolving customer inquiries
- Access to reliable transportation
- Well-organized to work in a structured environment that requires shift schedules
- Ability to work shifts as scheduled, variable starts as early as 7:00 a.m. and latest shift ends 11:00 p.m.

How to Apply

- Submit your cover letter and resume to work@execulinktelecom.ca
- The next training class is scheduled to start July 22, 2019! *Note: Full-time availability Monday-Friday is required for the 5-week comprehensive training course.*

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.

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!