

*Help provide Execulink customers with the AWESOME experience they deserve!*

**Position Title:** Customer Liaison  
**Location:** Woodstock, ON  
**Job Classes:** Full & part-time positions available

**Immediate openings - we're growing in leaps and bounds!**

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. Customer requests range from account updates, rescheduling installations, payments, service education & technical troubleshooting.

**What We Offer**

- Comprehensive training
- Competitive target hourly wage of \$17.85!
- 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 of 1 year experience in a customer service environment
- A sense of accomplishment in resolving customer inquiries
- 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
- Computer literate, ability to use internet navigation programs
- 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](mailto:work@execulinktelecom.ca)
- The next training class is scheduled to start March 25, 2019!

*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!