

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

Imagine having the opportunity to enhance our customer's lifestyles at home, work and play...all within a contact centre environment!

"I'm sooo happy with our internet service and extremely excited to be a new T.V. customer too..."
-Cathy from London

"I have been a customer for over 20 years and have not changed because of the reliable service and excellent technical support..."
-Jacque from Guelph

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

- 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.
- Career advancement opportunities

Benefit Program

Full time employees, and part-time employees consistently working 25+ hours weekly, are eligible for our benefits package!

- Full benefits package including medical, dental, vision & retirement savings
- Health & wellness program
- A generous employee discount plan for Execulink services
- Tuition reimbursement program
- Interest free computer loans!

Qualifications

- Strong technical aptitude
- 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 September 16, 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!