



## **Customer Liaison**

**Woodstock, ON**

**Full-time and part-time opportunities available**

***Do you enjoy problem solving to help enhance people's everyday lives?  
Are you looking to be an integral part of a growing company?***

At Execulink Telecom, we live and breathe our Mission: To connect you to everything that matters with the affordable and awesome experience you deserve! To help our Mission succeed, Execulink is in search of AWESOME people like you to provide unprecedented service through phone calls, emails and online chats to customers who require support. Customer requests involve a high volume of technical troubleshooting while also handling calls about account updates, rescheduling installations, payments, and service education.

## **What We Offer**

### **Extensive Benefit Program**

Full time employees and part-time employees consistently working 25+ hours weekly are eligible for our benefits package! This includes benefits such as retirement savings, medical and dental coverage, tuition reimbursement, and a health and wellness program.

### **Compensation**

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 and is based on achievable targets related to providing awesome customer service.

### **Career advancement opportunities**

We encourage internal promotions and employee growth.

### **Training**

A structured training and onboarding experience. We are dedicated to provide the support you require to be successful in your new role.

## **What You Offer**

- Minimum 2 years of experience in a customer service environment
- Computer literate, ability to proficiently and fluently use internet navigation programs
- Strong communication skills; able to clearly explain unfamiliar concepts to our customers in a clear and concise manner via telephone, email, and web-based live chat
- The ability to work in a fast-paced and dynamic environment
- Excellent attendance
- Your own reliable vehicle / transportation method as we are not on a bus route

- The ability to work shifts as scheduled in a 24/7 structured environment; 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)
- Apply now! The next training class will start **January 4, 2021!**
- Note: Full-time availability Monday to Friday is required for the 5 week comprehensive training course.

***\*\*Execulink is conducting all interviews through video chat in order to comply with COVID-19 precautionary measures. Temporary remote work opportunities are available to some roles to comply with government-regulated social distancing\*\****

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.*