



JOB OPPORTUNITY

POSITION TITLE: Customer Service Representative – X1 Full Time
DEPARTMENT: Customer Service
LOCATION: Timmins
REPORTS TO: Customer Service Manager

COMPANY:

Vianet provides complete communications solutions throughout Ontario, with a wide range of Internet access services including high speed DSL and Cable Internet, Wireless to rural residents and Fibre to larger enterprises. Vianet constructs its own fixed wireless and Fibre to the Home networks, provides phone service in all its serving areas and television service in selected areas.

SUMMARY:

There is an immediate full time opportunity due to an upcoming retirement for the position of Customer Service Representative at the Timmins location.

POSITION RESPONSIBILITIES:

- Answer in bound calls, inquiries and provide information to customers regarding availability of service and account information
- Explain the type and cost of product and services offered
- Open new customer accounts
- Access and process information
- Maintain customer records
- Order and coordinate installation of services
- Arrange for billing services, refunds and credit requests
- Follow up on orders with customers
- Receive payments from customers
- Ensure customer satisfaction and quality of service
- Provide general clerical support and duties

EXPERIENCE / KNOWLEDGE REQUIRED:

- Previous customer service experience is required



- Completion of high school diploma is preferred
- Bilingual in French and English would be considered an asset
- Average computer skills in MS Office, Word and Excel
- Good data entry skills with a focus on accuracy
- General knowledge of operating standard office equipment
- Solid communicator both verbal and written
- Strong organizational and administrative skills
- Team player with a positive attitude and good work ethic
- Regular time and attendance is an essential job function
- Excellent customer service and problem solving skills
- Knowledge of internet and related products
- Ability to work independently, efficiently with sound attention to detail
- Excellent time management skills with the ability to take initiative, multi-task and prioritize work in a busy fast paced environment

HOURS OF WORK: Monday to Friday 8:00am – 4:30pm

DATE POSTED: March 28th, 2017

HOW TO APPLY:

If this is a job opportunity you are interested in applying for please submit an up to date resume via email to humanresources@vianet.ca or by fax 705-222-2800 referencing “CSR Timmins” in the subject line. We thank all applicants in advance for your interest in applying, however because of time constraints, only those under consideration will be contacted.