



JOB OPPORTUNITY

POSITION TITLE: Customer Service Representative

DEPARTMENT: Customer Service

LOCATION: Timmins

REPORTS TO: Customer Service Manager

COMPANY:

Vianet is a well-established, customer-oriented telecommunications company located across Ontario. We provide Residential, Small Business, and Enterprise level customers in both urban and rural locations with a wide range of services to suit their unique needs. We offer internet access across a variety of mediums, such as our own Fibre and Wireless infrastructure, which we are continually expanding, as well as over third-party DSL and Cable. We also provide phone service in all our serving areas, as well as high-definition television service in select areas.

We are looking for more hard working employees to help continue to grow our company. To serve our customers better each and every day we need great people. That's why we approach our passion for our company with the same passion for our people. We know that the right people in the right positions can do incredible things, and we love watching that happen!

SUMMARY:

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

POSITION RESPONSIBILITIES:

- Support the front desk and walk in traffic
- 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



- Swap out customer equipment
- Ensure customer satisfaction and quality of service
- Provide general clerical support and duties
- Tech savvy i.e. the ability to set up basic internet equipment, modem, router etc.
- Perform occasional light field duties
- Perform occasional door to door canvassing

EXPERIENCE / KNOWLEDGE REQUIRED:

- Previous customer service experience is required
- Completion of high school diploma is preferred
- 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
- A valid driver's license and clean driver's abstract
- 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 to 4:30pm

DATE POSTED: Monday August 10th, 2020

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 Job Vacancy – 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.