



JOB OPPORTUNITY

POSITION TITLE: Customer Service Representative

DEPARTMENT: Customer Service

LOCATION: Sudbury

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.

SUMMARY:

There is an immediate opportunity a full time Customer Service Representative in Sudbury.

POSITION RESPONSIBILITIES:

- Answer in bound calls from customers in a professional and courteous manner
- Respond to inquiries and provide information to customers regarding billing, availability of service and account information
- Research required information using all available resources
- Handle and resolve customer complaints
- Follow up on orders with customers as required
- Record details and make notes on customer accounts
- Explain the type and cost of product and services offered
- Open new customer accounts
- Access and process information
- Maintain accurate customer records
- Order and coordinate installation of services
- Communicate and coordinate with internal departments
- Arrange for billing services, refunds and credit requests
- Receive payments from customers
- Swap out customer equipment



- Ensure customer satisfaction and quality of service
- Provide general administrative and clerical duties
- Other duties as assigned

EXPERIENCE / KNOWLEDGE REQUIRED:

- Experience dealing with the public
- Customer service experience assisting customers
- Comfortable answering inbound customer calls
- Completion of high school diploma is preferred
- Tech savvy with basic internet knowledge
- Good 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
- Ability to work with others in a close manner
- 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: Evening and weekend shifts available.

HOW TO APPLY:

If this is a job opportunity you are interested in applying for yourself or have someone you would like to personally refer who has the appropriate background and qualifications, please submit a current up to date to careers@corp.vianet.ca or by fax 705-222-2800 referencing "CSR Rep - Vacancy" 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.