



Customer Service Representative (Smithers) Job Description

Nature of Work

This is a customer service oriented position with extensive contact with the public. This position requires an individual with good customer service skills, organizational ability and initiative when dealing the demands of this position.

Principal Accountabilities

- Handle customer service inquiries by telephone and in person
- Accurate completion of work orders for installation and change of service
- Work with the other departments to resolve escalated customer issues
- Additional duties based on business needs

Required Education

- Secondary School Diploma
- Post-Secondary studies are an asset

Qualifications and Experience

- 2 years customer service experience obtained within the last 5 years
- Two or more years' experience with multi-programmed cash registers obtained within the last 5 years
- Experience working with computers required including MS Word and Excel

Skills and Competencies

- Ability to interact and communicate professionally with a diverse group (peers, customers, supervisors, managers, and subject matter experts)
- Ability to multi-task – typing, data entry while speaking with customers
- Strong problem solving skills
- Organized, attentive to detail
- Ability to work through stressful situations
- Ability to work well alone and in a team environment

To apply for the position, submit a résumé and cover letter to the attention of Human Resources at recruitment@cwct.ca

We thank all applicants in advance for their interest, but we will only be contacting short-listed candidates for interviews.