



## Customer Service Representative 1

### Job Description

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#### **Nature of Work**

This is a sales and 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. A CSR 1 is expected to handle customer service sales and/or inquiries by telephone inbound/outbound calling, email requests and in person, accurate completion of workorders for installation, changes of service and payments on accounts.

#### **Principal Accountabilities**

- Maintain and develop positive relationships with CityWest Customers to provide the best customer experience
- Manage customer requests for products and/or services information, order status, order request and supporting CityWest products
- Utilize fact-finding skills to qualify and quantify customer requirements to ensure that customized solutions provided meet customer expectations and business requirements
- Communicating CityWest product and services to existing and new customers. This may be done in-person, on the phone and via outbound calling campaigns
- Respond to email requests and inquires utilizing superior customer service and business writing skills
- Additional duties based on business needs

#### **Required Education**

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

#### **Qualifications and Experience**

- Minimum of one-year experience in a computerized environment
- Minimum one year of customer service experience
- Experience with Microsoft Office 365 Suite – Excel, Word, Outlook etc.

#### **Skills and Competencies**

- Ability to interact and communicate professionally with a diverse group (peers, customers, supervisors, managers, and subject matter experts)
- Good communication skills (oral and written)
- Strong problem-solving skills
- Organized, attentive to detail
- Ability to work through stressful situations
- Ability to work individually and as part of a team

To apply for the position, submit a résumé and cover letter to the attention of Human Resources at [recruitment@cwct.ca](mailto:recruitment@cwct.ca)

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