



**Customer Service Representative - Tier 1
Full-time (Vanderhoof, Smithers,
Campbell River or Prince Rupert.)**

Department: Customer Service
Position: Customer Service Representative – Tier 1 – Full-Time
Hours of Work: As per IBEW 213 Collective Agreement – Hours of Work
Salary: As per IBEW 213 Collective Agreement – Wage Scale - Customer Service Tier 1
Reports to: Vice President of Customer Service/Customer Service Manager

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.

Please note that interviews may be required to determine skills and qualifications for the position. Please submit a cover letter and resume and an internal CityWest Application in confidence to the attention of Human Resources at CityWest 248-3rd Avenue West, Prince Rupert, B.C. or by email to recruitment@cwct.ca

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