



## Customer Service Representative - Tier 1 Part Time – Kitimat

<b>Posting #:</b>	<b>CW22-63</b>
<b>Posting Date:</b>	<b>December 19, 2022</b>
<b>Closing Date:</b>	<b>December 28, 2022</b>
<b>Department:</b>	<b>Customer Service</b>
<b>Position:</b>	<b>Customer Service Representative – Tier 1 – Part-Time- Kitimat</b>
<b>Hours of Work:</b>	<b>As per IBEW 213 Collective Agreement – Hours of Work</b>
<b>Salary:</b>	<b>As per IBEW 213 Collective Agreement – Wage Scale - Customer Service Tier 1</b>
<b>Reports to:</b>	<b>Vice President of Customer Service/Customer Service Manager</b>

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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@cwet.ca](mailto:recruitment@cwet.ca)

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