

# CUSTOMER SERVICE ASSOCIATE

Call Center industry

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## WHAT'S THIS ABOUT?

Our global client is growing their Toronto office right now!

We need a friendly and professional customer service associate to connect a global brand with their customers. You will answer incoming customer calls/ emails/social media questions about product delivery, billing concerns and other issues.

You will be making a positive impact on the company's bottom line by problem solving and turning frustrated clients into repeat customers.

Are you up for this challenge?

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### ABOUT YOU

- High school graduate with excellent communication skills who is at least 18 years old
- Passionate about delivering good service and an expert at building rapport and de-escalation
- Courteous and professional
- Fluent in English, written and spoken
- Can work from home during COVID measures, and at the Yonge/Eglinton office afterwards

### ABOUT US

- Salary + benefits
- Paid training
- Bonus pay if you work between 10 p.m. and 6 a.m.
- Employee discounts at gym, Costco, etc...
- Over 40 years in the industry

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### IS IT YOU WE'RE LOOKING FOR?

**Email Melanie Diotte** with the position in the subject line.

**Attach** your complete resume.

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