

## **Job Description – Quadro Communications Co-Operative Inc.**

**Title:** Customer Service Representative

**Reports To:** Customer Service Manager

### **Job Description:**

Customer Service Representatives provide customer service support to the organization and assist with the processing of various duties within the business offices in accordance with company set policies and procedures, which include but are not limited to the following responsibilities.

- Sell, promote and provide knowledgeable assistance to customers with regards to all company products and services by telephone, through email correspondence or in person
- Determine charges for services requested, collect deposits or payments and or arrange for billing
- Respond to customer inquiries with service concerns or direct the customer to the appropriate support personnel within the Company
- Maintain complete and accurate records of customer interactions and transactions, recording details of inquiries, complaints, comments and action taken
- Refer unresolved customer concerns to designated departments for further investigation and follow up to ensure resolution
- Provides a positive customer experience to all customers
- Participate in marketing campaigns
- Any other duties that may be assigned from time to time.

### **Key Areas of Responsibility**

- Receive customer payments in various forms of tender
- Accurate recording of payment entry and execution of bank deposits
- Refund security deposits according to company policies
- Submit listing requests to the Directory Centre and confirm their accuracy once completed/published
- Update billing records to account for fibre provisioning

### **Performance expectations**

- Strong organizational skills
- Attention to detail, aptitude for accuracy and thoroughness
- Exceptional interpersonal skills and superior client servicing skills
- Exhibits professional use of proper English grammar and usage
- Ability to work with conflict resolution and problem-solving skills
- Working knowledge of basic accounting principles
- Contributes to the development and maintenance of standards, policies and procedures regarding customer service
- Adheres to all company policies, adoption and/or changes to policies
- Working knowledge of current company database systems i.e., iVue, GLDS, Bell e-Portal, etc.
- Willing to expand extra effort through continuing education
- Ability to work from all Quadro locations and must possess a valid driver's license
- Available to work Saturday or evening shifts

**Email your resume to: [q.hr@quadro.net](mailto:q.hr@quadro.net)**

**NO phone calls please.**