



Customer service Rep

I-NetLink Inc. is looking for a polite, friendly, motivated and reliable self-starter to fill a Full Time Position as a Customer Service Representative.

Duties will include customer service, data entry and answering phones and emails. Minimum of 1+ years of office experience and knowledge of Microsoft Outlook/Excel/Word is a **MUST**.

Job Purpose

- Assist potential and existing customers by providing product and service information, and by resolving product service concerns and issues.

Duties

- Respond by phone, email and chat programs to inquiries from customers and potential customers regarding products, services and up-coming changes, suggest information about other products and services offered by our company to ensure customer satisfaction.
- Handle customer concerns with professionalism, competence, tolerance, and sensitivity.
- Stay informed about market and organizational changes in order to answer inquiries to the fullest extent possible.
- Maintains customer records by updating account information.
- Resolves product or service issues by clarifying the customer's complaint, determining the cause of the issue, selecting and explaining the best solution to solve the issue, expediting correction or adjustment, following up to ensure resolution
- Work in a team to help uphold our high-standard of customer service.

Skills/Qualifications:

- Customer Service Skills
- Computer Skills (especially Microsoft Office Programs)
- Be a Quick Learner
- Phone Skills and Manners

- Conflict Resolution Skills
- Listening skills
- Problem Solving Skills
- Quality Focus
- Multi-tasking Skills
- Market Knowledge
- Documentation Skills
- Information Analysis

Employment Details:

- \$11.00 per hour
- 40 hours per week
- Monday to Friday from 8am to 5pm
- Health and Dental Benefits after 3 months
- 2 weeks vacation after 1 year of work

Please submit applications by using our website, emailing careers@inetlink.ca, faxing 204-725-2721, and in person at 942 Douglas St, Brandon, MB.

Date Posted January 26th, 2012

*Only those that meet requirements will be contacted