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CUSTOMER SERVICE REPRESENTATIVE

JOB PROFILE



Customer Service Representative

A customer service representative (CSR) is responsible for handling customer inquiries, complaints and providing assistance to resolve customer issues. CSRs serve as the primary point of contact between a company and its customers, and they must have excellent communication and interpersonal skills to effectively communicate with customers and provide them with a positive experience.

Other key responsibilities of a CSR may include processing orders, handling requests, resolving billing issues, and ensuring customer satisfaction. To be successful in this role, a CSR should also have strong problem-solving skills and the ability to multitask in a fast-paced environment.

POSITION RESPONSIBILITIES:

- Answer in bound calls from customers in a professional and courteous manner
- Respond to inquiries and provide information to customers regarding billing, availability of service and account information
- Research required information using all available resources
- Handle and resolve customer complaints
- Follow up on orders with customers as required
- Record details and make notes on customer accounts
- Explain the type and cost of product and services offered
- Open new customer accounts
- Access and process information
- Maintain accurate customer records
- Order and coordinate installation of services
- Communicate and coordinate with internal departments
- Arrange for billing services, refunds and credit requests
- Receive payments from customers
- Swap out customer equipment
- Ensure customer satisfaction and quality of service
- Provide general administrative and clerical duties
- Other duties as assigned

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EXPERIENCE / KNOWLEDGE REQUIRED:

- Experience dealing with the public
- Customer service experience assisting customers
- Comfortable answering inbound customer calls
- Completion of high school diploma is preferred
- Tech savvy with basic internet knowledge
- Good computer skills in MS Office, Word and Excel
- Good data entry skills with a focus on accuracy
- General knowledge of operating standard office equipment
- Solid communicator both verbal and written
- Strong organizational and administrative skills
- Ability to work with others in a close manner
- Team player with a positive attitude and good work ethic
- Regular time and attendance is an essential job function
- Excellent customer service and problem-solving skills
- Knowledge of internet and related products
- Ability to work independently, efficiently with sound attention to detail
- Excellent time management skills with the ability to take initiative, multi-task and prioritize work in a busy fast paced environment

HOURS OF WORK:

- Days, afternoons, evenings and weekend shifts.

