



EMPLOYMENT OPPORTUNITY MISSISSAUGAS OF ALDERVILLE FIRST NATION

Customer Service Representative Wireless Internet Service Provider Company

Job Scope:

Alderville First Nation has been working on a project to establish a Wireless Internet Service Provider that will provide service to the community of Alderville First Nation and the surrounding area. As a result of recently acquired funding, we are proud to introduce **Rice Lake Wireless** to Ontario.

This role will consist of three main objectives:

- Providing excellent customer service
- Maintaining a positive customer experience and escalating accordingly
- Representing Rice Lake Wireless with a positive attitude and image

The Customer Service Representative is responsible for providing first line customer support via incoming calls/emails by helping to schedule installations, sharing product knowledge, and resolve issues in a timely and independent manner resulting in a positive customer experience. This position will report to the Director of Operations. The Customer Service Representative is required to ensure the duties outlined below are fulfilled in a timely, co-operative and professional manner.

Duties and responsibilities:

- Ensure quality of service by developing a thorough and detailed knowledge of technical specifications and other features of Rice Lake Wireless systems and processes
- Advises customers on technical matters and recommends appropriate service offerings and/or configurations.
- Redirect calls for technical assistance and support for subscriber queries and issues related to the service, computer systems, software, and other hardware as needed.
- Serve as a customer service rep for customers who have questions or difficulties responding to queries either in person, over the phone or through email.
- Troubleshoot client issues. Follow up with customers to ensure issue has been resolved.
- Takes orders over the phone and in person.
- Solicits information about service needs from customers.
- Write FAQ and Help functions.
- Train computer users and subscribers.
- Negotiates prices or terms for the subscription according to policy.
- Provide pre-sale and immediate post-sale technical support after subscription is made.
- Demonstrate product features before a sale.
- Assist with the company helpline.
- Help customers maximize the use of service features.
- Other duties as assigned

Qualifications:

- OSSGD Graduate or Grade 12 Equivalent
- Must have a minimum of 3 years of experience in a customer service role; experience in the telecommunication industry is a definite asset
- Demonstrated excellent time management, multi-tasking skills and self-motivation
- 'Can do' attitude; flexible and adaptable approach to problem solving; willingness to learn and develop new skills
- Proven skills in strong and clear communication (both written and verbal) and interpersonal skills; must have strong closure and influencing skills
- Ability to assess situations, prioritize, respond, and escalate accordingly
- Accounting and reporting skills are assets
- Knowledge of working in a First Nation environment is an asset
- Must have Valid Glass G driver's license and access to own reliable transportation
- Must be willing to provide Criminal Reference Check and Vulnerable Sector Search upon conditional offer

Salary: To be determined based on qualifications

Deadline to Apply: Thursday, March 22, 2018 @ 4:00p.m.

Applicants who have previously applied for this position are welcome to re-apply.

How to apply: Applications can be delivered to the reception area of the Alderville First Nation Administration Office. Must include a cover letter, resume, along with three work-related reference and/or letters of reference. Hand delivered, or faxed to: (905) 352-3242 or e-mailed to: mlevesque@alderville.ca

Attention: HR Manager, Melissa Levesque
RE: *Customer Service Representative – Rice Lake Wireless*

Alderville First Nation
11696 Second Line Road, Roseneath, Ontario K0K 2X0

For more information, contact Reese Simpson at (905) 352-2011. We thank all who apply however only those selected for an interview will be contacted.

Chief and Council retain the right to make the final decision on the selection of the successful candidate.