

Are you an enthusiastic, people person who is passionate about connecting with customers? As one of our Customer Service Representatives you are the face, character and heart of Quadro. As a valued member of our team, the focus of this role is to provide exceptional service both in person and over the phone.

Being a Quadro team member comes with great perks including:

- Full benefit plan including health and dental benefits at no cost to employees
- An RRSP program where Quadro will match up to 3% towards your RRSP
- Employee discounts on select services
- Generous learning and development program
- Employee recognition/rewards program

Responsibilities:

- Sell, promote and provide outstanding customer assistance to customer with regards to all company products and service through various channels
- 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 organization
- 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
- Receive customer payments in various forms of tender
- Accurate recording of payment entry and execution of bank deposits
- Update billing records to account for fibre provisioning
- Other duties as assigned by supervisor

Quadro Communications wants you to join our team if you have:

- High school diploma or higher
- 2+ years of previous work experience in related field
- Strong attention to detail, patience and excellent active listening skills
- Excellent customer service skills
- Open to exploring new technologies
- Demonstrated ability to multi-task and problem solve in a time pressure environment
- Self-starter
- Personal transportation to all Quadro current and future locations including; St. Marys, Lucan, and Mitchell
- Are willing and available to work evening and weekend shifts as scheduled

About Quadro:

Quadro Communications Co-operative Inc. is a local solution-oriented Telecommunications company providing mobility, telephone, television, internet, business services, and computer repair and I.T solutions. As a Co-operative, Quadro Communications is committed to enriching our customers' experience with personal service and innovative products, while fulfilling the evolving needs of our customers.

If you have the passion for helping customers with their technology needs, then submit your cover letter and resume to q.hr@quadro.net

Quadro Communications is committed to creating an accessible environment and will accommodate disabilities during the selection process. Please let your recruiter know during the selection process of any accommodation needs. We thank all those that apply but only successful applicants will be contacted for an interview.

