



Position: Customer Service Representative – Bilingual positions also available

Department: Customer Service Centre

Rate: \$11.85/hour after training, plus premium for language

Position Reports To: Team Leader Contact Centre

TWCC provides commercial financing and business advisory services to Aboriginal businesses and to provide specific services to students with government sponsored student loans. TWCC has an employment opportunity for a **Call Centre Customer Service Representative** for the Canada Student Loan Program. Part-time positions are available (Number of positions to be determined).

Job Overview:

Will be responsible for advising, assisting, and upgrading inquiries from existing and potential customers. Handling inbound calls from existing and potential customers at a team-driven and fast-paced work environment.

Job Requirement:

This job has access to Protected B data and as a result the incumbent is required to obtain their Personal Enhanced Reliability Check (PERC) clearance, prior to commencing the job.

Summary of Accountabilities:

- Respond to customer inquiries in a pleasant, courteous, and professional manner.
- Identify customer's needs through customer contact while reading/updating information.
- Identify and resolve complaints to retain customer satisfaction.
- Recommend appropriate options and solutions to customer's problems.
- Accurately complete appropriate documentation for each transaction that complies with policies, practices and procedures.

Requirements:

- French bilingual
- Strong and developed communication skills (listening/verbal/interpretation)
- Knowledge of student loan policies and procedures.
- Knowledge of loan interest, principal, payments and balances.
- Knowledge of PCs, and strong keyboarding skills.
- Willing and able to work flexible hours.

Attributes: Committed to service excellence, confident, teamwork oriented, adaptable, thorough, friendly, and resilient.

Interested applicants are requested to submit a personal resume and cover letter to 419 Notre Dame Avenue, Winnipeg, Manitoba, R3B 1R3, fax (204) 946-5318 Attn: Human Resources, or email: resumes@twcww.mb.ca by September 9, 2011.

All applicants must be eligible for government security clearance.

We thank all those who apply. Only those selected for further consideration will be contacted.