

## NetSet Communications (I-NetLink Wireless)

### Customer Service Representative

#### **Customer Service Representative**

**Job Summary:** Answer incoming calls, walk-ins, email, and online requests for sales and services supplied by NetSet Communications. Answer incoming calls from a queue system to assist with technical related questions. During down time follow up with customers who have open tickets for sales or support.

**Hours of Operation:** Full-time hours with opportunity for overtime, **MUST commit to being able to work ALL shifts.**

**Wage/Benefits:** Wage \$13.00 - \$15.00 hourly - Basic benefits package available after probationary period.

**Working Conditions:** Must have the ability to work in an area with multiple people, with varying temperature conditions and have the ability to concentrate in a loud environment.

#### **Skill Requirements**

**Education:** **0-2** Years of post-secondary education related to computer systems technology/customer service.

**Experience:** Between 0 to 1 year experiences of customer service, call center, and computer technician position.

**Communication:** Should have strong oral and written communication skills. Maintain customer confidence by keeping information confidential. Must be able to clearly explain situations and projects to employees and management.



**Troubleshooting:** Ability to interpret and solve problems presented verbally by customers and management. Must be resourceful, responsible and provide end results that are in the best interest of the organization and end user.

**Mental Demands:** Must be able to mentally handle all customer service situations and properly deal with all escalated situations. The applicant must be able to control all situations customer based. Must have the ability to interpreted and solve problems presented verbally by customers and field technicians.

**Customer Care:** Provide exceptional customer care and courtesy in all situations; be honest and reliable at all times.

**Driver's License:** Must have reliable transportation to and from work.

Please submit Detailed Cover Letter and Resume to:

942 Douglas St.

Brandon, Manitoba

R7A 7B2

[Careers@netset1.ca](mailto:Careers@netset1.ca) / 204-578-5600

NetSet Communications is one of Canada's largest Wireless Broadband private Internet Service Providers, well known for professionalism, integrity, and great service.

By joining us, you will become part of a fast pace and dedicated team that works together to provide our clients with the highest possible level of service.

As a member of the team we would ask for your commitment to deliver outstanding quality and results that exceed client expectations. In return, we are committed to providing you with every opportunity to learn and grow to the highest level of your ability and potential.

