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## Customer Service Representative – Full Time – Market Force

### Description

Customer Service Representative – \$13.25/hr.

\$1550 bonus in first year!

Market Force Information is seeking multiple Inbound English Customer Service Representatives to support growth in our Winnipeg Operations. This is a regular, full time work from home position. No selling required.

We help global multi-location brands protect their brand's reputation, delight customers, and grow their revenues. We look for talented, collaborative, and creative team members who are passionately committed to helping our clients reach their goals. We value and encourage a collaborative work environment full of energy and ideas. We're all about improving our clients' ability to better manage their own businesses and create better experiences for their customers. Market Force has offices in Canada, North America, and in Europe, including a substantial presence in the U.K.

### Responsibilities

The Customer Service Representative is the direct link to our clients and their customers. Through communicating with customers and accurately recording their feedback while promptly addressing their needs, overall client satisfaction and retention is increased. The professional frontline support offered by the Customer Service Representative directly helps clients to improve their business. A CSR also provides valuable support to all departments and team members at Market Force Information's Customer Feedback Center of Excellence.

This role is a work from home position, covering a variety of shifts throughout the week.

*The successful applicant will require open availability between our business hours of 7:00 AM and Midnight, 7 days a week. Please note you will only be scheduled 5 days a week for 8 hours a day.*

### Key Responsibilities:

- Interact daily with clients by phone and web comments to assist them with their inquiry
- Provide customer service to our English speaking client calls
- Strong multi-tasking skills required with ability to actively listen while simultaneously entering information into various electronic platforms
- Meet the key performance metrics of quality, productivity, and attendance per the program requirements
- Adhere to security and technical requirements at all times per our company policies
- Advise Supervisors or Team Leaders promptly if any problems, or matters

### Employment Type

Full-time

### Beginning of employment

11/25/21

### Duration of employment

TBD

Customer Service

### Job Location

Remote work from: Canada

### Working Hours

09:00-16:00

### Base Salary

\$ 13.25 - \$ 13.50

### Date posted

December 23, 2021

### Valid through

06.08.2022

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which may lead to an escalation or dissatisfied customer so an alternative course of action can be taken when necessary

- Assist with other projects/duties as required

### **Training:**

- 3 hours of paid virtual onboarding required the week before start date- Equipment/Platform/Log in testing
- 2 weeks paid virtual training between the hours of 9 am – 5 pm, Monday through Friday, to ensure that you are confident in your role

### **Experience**

#### **Required Qualifications:**

- Must own a personal laptop and headset for this position
- Must have open availability between our business hours of 7:00 AM and Midnight, 7 days a week
- Must be 18 years of age or older
- Must be eligible to work in Canada
- High School Diploma; or equivalent combination of education and experience.
- Must have 1+ years of customer service and/or call center experience preferred
- Ability to thrive in a fast-paced environment dealing with a high call volumes
- Exceptional telephone and interpersonal communication skills
- Excellent organizational, written, and oral communication skills
- High attention to detail & accuracy
- Are proficient with computers and working with MS Office and email applications.
- The ability to type swiftly and accurately (30+ words a minute)
- Highly reliable with the ability to maintain regular attendance and punctuality
- Must be customer service oriented (empathetic, responsive, patient, and conscientious)
- Applicant must have open availability across all business operational hours. (7am – Midnight – 7 days a week)

**REMOTE WORK:** The minimum required equipment below must be provided by the candidate

- A fully functional Laptop computer with Windows 10 or greater- Equipment not supported by Macbooks, Chromebooks & Desk Top Towers
- 2.0 ghz with A dual core processor or greater
- Minimum of 6GB of Ram. 8GB is recommended
- Minimum of 10GB of available hard drive space
- Antivirus software installed
- Windows updates installed monthly
- Standard mouse and keyboard
- Headset- USB Plug and Play
- Private and secure home office
- High speed Internet (If shared Wifi, Ethernet cable connection is required)
- Download speed: Minimum of 30mb/sec
- Upload speed: Minimum 5mb/sec

### **Job Benefits**

**Our company fosters an environment of energy, learning, growth and**

**development. We are proud to offer the following benefits to our amazing employees:**

- \$300 Bonus After 90 Days of Employment
- \$500 Bonus After 6 months of Employment
- \$750 Bonus After 1 Year of Employment
- *Ability to earn the equivalent of \$14.00/hr in your first year*
- Flexible Vacation Time
- Benefits (Single or Family) – Health, Dental and Vision Insurance
- Registered Retirement Savings Plan
- Deferred Profit Sharing Plan
- Life Insurance
- Long term Disability.

## **Contacts**

Please Apply from this job posting. If you have more questions please reach out to us at [We@workentropy.com](mailto:We@workentropy.com)