

## JOB POSTING DETAILS

<b>Employer</b>	Best Buy	<b>Job Type</b>	RI
<b>Job Title</b>	Customer Service Representative	<b>Duration</b>	Part Time
<b>Job ID</b>	11424	<b>Location</b>	Sault Ste. Marie
<b>Date Posted</b>	September 10, 2021	<b>Closing Date</b>	October 29, 2021

### Job Overview - Description & Duties

As Canada's fastest-growing specialty retailer of consumer electronics, Best Buy ensures it offers one of the best work environments in the country. Employee experience is at the heart of everything we do. We take a holistic approach to how we recognize and reward hard work and achievements. True to our vision of unleashing the power of our people, we encourage our employees to learn, grow and advance within our organization.

What you might call a Customer Service Representative, at Best Buy we call an Omni-Channel Specialist. As an Omni-Channel Specialist you will strive to create an amazing customer experience through understanding customer needs, processing customer transactions and processes, and identifying and creating solutions to their needs and lifestyle.

- Maximize long term relationships with our customers through the implementation of BBY Programs, ensure that we are "amazing" when responding to customer concerns and that we escalate issues to management when it is required, and that we make contact with every customer
- Ensure that customer displays are always in working order, that signage is accurate in the store, open box items are appropriately marked, sales floor merchandising, and pre-open and close tasking is complete.
- Ensure that you are consistently learning and developing your skills through the participation in company training programs, that you are maintaining current knowledge of the latest technology products and industry trends, and that you contribute to the sharing of knowledge and expertise within the store sales team when required.

We believe we have the unique opportunity to help customers enrich their lives and pursue their passions with the help of technology

### Required Skills

- Continuously learning and developing their own skills
- Contributing in a positive, inclusive way within a team environment
- Enjoys developing rapport with others and has "amazing" communication skills

### Other Requirements

NA

### How to Apply

Please apply online at:  
<https://www.bestbuy.ca/en-ca/careers/>