

JOB POSTING DETAILS

Employer	TeamRecruiter.Com Inc (Team Recruiter)	Job Type	RI
Job Title	Inbound Call Centre Representatives	Duration	Contract
Job ID	11356	Location	Sault Ste. Marie
Date Posted	August 31, 2021	Closing Date	October 29, 2021

Job Overview - Description & Duties

"The start date of this job is flexible and in order to find the best candidate the job may remain open much longer than the date mentioned on this posting...or you may be asked to start sooner than the expected start date if you are able to do so!"

One of our Government Clients is looking for an Inbound Call Centre Representatives

Length: Contract term is 6-12 months with a strong chance of extension

Location: Sault Ste. Marie, ON / Toronto, ON

Hours: Ability to Shiftwork in a 24 x 7 x 365 environment (a variety of shifts) and a suitable work from home space with reliable internet connection. Due to COVID, this role is working from home for the immediate future but is subject to working from our Sault Ste. Marie office in the longer-range future

Position Summary

- The Inbound Call Centre Representative - will use their knowledge and experience in lottery, sports gaming operations, online gaming and/or other customer service industries to establish quality customer interactions and resolve inquiries in a manner that aligns with Client's customer-centric values.
- This position requires an individual who is flexible, adaptable to change and thrives within a dynamic shiftwork environment (24 x 7 x 365).
- Must have a high comfort level working in multiple business applications/technical ability.
- Training: These individuals will be trained to use a number of different tools that will require frequent toggling from one to another. Then a short time later, back in training for another round of training on brand new systems/technology.

Responsibilities:

- Creating great customer experiences during every interaction to establish a strong customer Client Internal relationship
- Documenting and recording all interactions, such as phone calls, emails, chat and social media - to monitor and analyze customer experiences
- Developing and maintaining knowledge of all Client's products (lottery, online gaming and sports betting), services and promotions to ensure customers receive accurate information
- Developing and maintaining knowledge of all Client's procedures to ensure compliance with organizational privacy, information and risk protocols
- Serving as the primary point of contact for customer questions regarding products, services and promotions to support customers in optimizing their value from Client's offerings
- Offering advice and guidance on products, services and promotions to enhance the customer's interaction and value-add from Client's offerings
- Providing troubleshooting and escalating to vendor, as necessary, to ensure smooth and quality Client's interactions
- Escalating customer inquiries, as needed, to ensure quality interactions and customer satisfaction is achieved
- Continuously seeking opportunities to improve department policies, processes and procedures to ensure efficient and effective operations

Required Skills

Requirements:

- University degree or college diploma in relevant field, or equivalent work experience
- 3+ years of experience working in customer service
- 3+ years of experience working in complex, challenging environments
- Experience in online gaming, sports betting, entertainment or other similar industries preferred
- Knowledge of lottery products, sports betting and/or online gaming industry
- Knowledge of Microsoft applications, internet and proficient keyboarding skills
- Ability to work shiftwork, including weekends and public holidays, in a 24 x 7 x 365 environment. Ability to work overtime as needed to meet operational goals.
- Excellent customer service, communication (verbal and written) and interpersonal skills to effectively interact with internal and external stakeholders
- Sound problem-solving and troubleshooting skills

Other Requirements

Must have:

- Strong customer service skills
- Excellent communication skills (verbal and written English required)
- Knowledge of lottery, online gaming and/or sports betting products is an asset
- Bilingual English/French is an asset
- Solid technical skills (MS Office required, MS Dynamics is an asset) with ability to learn and adapt quickly to changing technology and processes

How to Apply

If this interests you, please send a MS-Word version copy of your updated resume (ASAP) along with your salary expectations, first available date and a telephone contact number: E-mail to connect@teamrecruiter.com

Please mention the job title above in the subject line
The recruiter in charge of this role is Zara