

JOB POSTING DETAILS

Employer	TeamRecruiter.Com Inc (Team Recruiter)	Job Type	RI
Job Title	Customer Care Specialist - Team Recruiter	Duration	10 month contract +
ES Job ID	13341	Location	Hybrid, Sault Ste. Marie
Date Posted	August 19, 2022	Closing Date	September 30, 2022

Job Overview - Description & Duties

URGENT: Please read the job description below. 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 hr@teamrecruiter.com. Please mention the job title above in the subject line.

The recruiter in charge of this role is Fathiya.

After you have submitted your resume via e-mail please apply online to match your resume to the job with following link:
http://teamrecruiter.com/candidate/job_board/?referenceid=019726

If you do not think you are a match for this opportunity, but know someone who is, feel free to forward this email to them and you will be eligible for a referral bonus upon a successful hire.

One of our Government Clients is looking for a Customer Care Specialist

Length: 10 months contract with a possible chance of extension

Hours: Ability to Shiftwork in a 24 x 7 environment (a variety of shifts)

Location: Hybrid (remote and onsite work), Sault Ste. Marie

Wage: \$23/hour

Position Summary:

- The Customer Care Specialist will use their knowledge and experience in lottery and gaming to provide best in class customer experiences to customers and retailers
- This position requires strong customer service skills that align with Client's customer-centric business model while following defined processes and adhering to compliance and regulatory standards
- This position requires an individual who is flexible, adaptable to change and thrives within a dynamic shiftwork environment (24 x 7).
- Must have a high comfort level working in multiple business applications/technical ability and will be required to frequently move between multiple systems

Responsibilities:

- Create great customer experiences during every interaction to establish a strong customer relationship with Clients' customers and retailers via phone calls, chats, and emails
- Accurately document all interactions in contact centre applications/tools after each interaction
- Develop and maintaining knowledge of all Client's products (lottery, online gaming, and sports betting), services and promotions to ensure positive customer outcomes
- Develop and maintaining knowledge of all Client's procedures to ensure compliance with organizational privacy, information, and risk protocols
- Serve 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
- Provide troubleshooting and escalating to vendor, as necessary, to resolve technical issues

- Escalate customer inquiries, as needed, to ensure issue resolution and customer satisfaction is achieved
- Continuously seek opportunities to improve individual performance, 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 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
- Bilingual English/French is an asset

Must have:

- Strong customer service skills
- Excellent communication skills (verbal and written English required)
- Ability to work shiftwork, including holidays as required
- Solid technical skills (MS Office required, MS Dynamics is an asset) with ability to learn and adapt quickly to changes within the business (technology, product launches, process changes)

Please note that this is the most up to date version of job description available at this time - During Client Interview you will receive additional information - variance may apply!

Other Requirements

Covid-19 vaccination is required for this position.

How to Apply

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We thank all applicants for their interest. Only those who meet the qualifications will be contacted through telephone/email. You are encouraged to register with us in our database to be considered for future positions available.

Have a great day.

When you have some time please register in our database (5 minutes process) to be considered for future openings; the link is available on our website at <http://www.teamrecruiter.com> in the Candidate section. Please follow us on LinkedIn at <https://www.linkedin.com/company/teamrecruiter.com/>, or on Twitter at <https://twitter.com/TeamRecruiter>.

.....At Teamrecruiter.com we offer some of the most highly qualified professionals in the workforce. We dedicate an industry trained recruitment specialist to the following areas: IT, Finance, Admin, Sales, Executive Search and Contractors. If you would like to learn more about our full-service recruiting firm please visit our website at <https://www.teamrecruiter.com/>

CAMSC and ACSESS certified

"All Offers are conditional on Client Post-Offer Conditions being met and removed by end client prior to written offer signing"

"Please note that emails from our Recruitment Firm may inadvertently be sent to your Spam Folder. When contacted regarding an employment opportunity, please keep an eye on your Spam/Junk Folder to avoid missing important communication."

THE EMPLOYER OF RECORD FOR THIS ROLE WILL BE TEAM RECRUITER / SE.