

POSITION TITLE: Customer Service Consultant

BUSINESS: Corporate

CUSTOMER SERVICE CONSULTANT

Our Consultants are relationship builders and as a result, the ability to communicate effectively and to put yourself "in your customer's shoes" is key.

RESPONSIBILITIES

- Provide world class customer service when handling incoming calls.
- Listen to customers, analyze their needs and offer adapted solutions.
- Promote Rogers products and services.
- Take appropriate action to efficiently resolve issues.
- Identify customers need for additional Rogers's products and services.
- Take accountability to solve issues from beginning to end.
- Meet established productivity objectives.
- Receive and incorporate feedback to improve personal and business performance.

QUALIFICATIONS

- High school diploma or higher
- Ability to work on a flexible schedule: days, evenings and week-ends
- Basic computer knowledge (Windows-based systems and internet navigation)
- Superior multitasking abilities
- Demonstrate ability to positively influence others (propose options/solutions to customer)
- Ability to deal with problem issues with a sense of urgency
- Punctual and committed to work schedules.