

**CUSTOMER SERVICE REPRESENTATIVE**

<b>Area of Relevancy</b>	;#Sea to Sky;#
<b>Company / Employer</b>	Whistler Personnel Solutions
<b>City of the Job</b>	Pemberton
<b>Address of the Job</b>	
<b>Job Type</b>	;#Full Time;#year-round long-term position;#
<b>Availability Requirements</b>	;#Flexible schedule as the office is open 7 days a week;#
<b>Level / Salary Range</b>	Customer Service Representative\$17-\$19/hr; Senior Dispatcher: \$21-\$23/hr
<b>Years of Experience</b>	
<b>Position Area</b>	
<b>Date Job Posted</b>	11/21/2018 12:00:00 AM
<b>Application Deadline</b>	12/21/2018 12:00:00 AM
<b>Contact Name</b>	Jacki
<b>Contact Phone Number</b>	
<b>Contact Email</b>	<a href="mailto:talent@whistler-jobs.com">talent@whistler-jobs.com</a>
<b>How to Apply</b>	TO APPLY: <a href="http://www.whistler-jobs.com/job/dispatch-pemberton/">www.whistler-jobs.com/job/dispatch-pemberton/</a> Applications received via email will be redirected to the website
<b>Job Description</b>	<p>A busy and successful locally owned and operated plumbing and heating company looking for customer service professionals to fill two roles; Customer Service Representative and a Senior Dispatcher. They offer a flexible schedule, competitive starting wage and benefits, plus training and support to allow the candidate to quickly grow and advance within the company.</p> <p>Ideal for someone who is a customer service superstar who excels in a fast-paced work environment with strong attention to detail and can multi-task to manage projects efficiently.</p> <p><b>Duties &amp; Responsibilities Include:</b></p> <ul style="list-style-type: none"> <li>- Handling incoming calls including taking service orders, answering general inquiries and overall communication with customers, suppliers and technicians.</li> <li>- Working with the Dispatcher to organize and dispatch service calls according to priorities, team workload and availability.</li> </ul>

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	<ul style="list-style-type: none"> <li>- Assisting in coordinating and communicating the service technician schedule on the fly.</li> <li>- Following up with every service order.</li> <li>- Juggling under pressure with a smile and positive attitude.</li> <li>- Working as part of a team and taking ownership of each request and project.</li> <li>- Assisting with a variety of administrative duties such as organizing contracts, invoices, filing, data entry.</li> </ul>
<b>Accessibility</b>	
<b>Desired Qualifications and Experience</b>	<p><b><i>The Perfect Candidate:</i></b></p> <ul style="list-style-type: none"> <li>- Friendly, outgoing and confident personality with excellent customer service skills administrative abilities.</li> <li>- Highly organized with the ability to prioritize tasks in order to meet deadlines.</li> <li>- Works well under pressure in a fast-paced environment.</li> <li>- Articulate with excellent communication skills, especially over the phone.</li> <li>- Logistics minded – great at juggling a schedule, service staff and customers.</li> <li>- Experience within the trade services industry or a similar role is an asset.</li> <li>- Pays careful attention to detail and is a stickler for accuracy.</li> <li>- Multi-tasker who thrives in a busy environment.</li> <li>- Computer savvy (MS Office Suite, client database/scheduling software, Outlook).</li> <li>- Able to handle the challenge of demanding clientele and works hard to meet their needs while showing genuine care and empathy.</li> <li>- Can operate independently, offer suggestions and works without direct supervision.</li> </ul> <p><b><i>Additional Information About the Role:</i></b></p> <ul style="list-style-type: none"> <li>- Full-time, year-round long-term position with growth opportunities for the right candidate.</li> <li>- Flexible schedule as the office is open 7 days a week.</li> <li>- Customer Service Representative salary starts in the range of \$17 to \$19 per hour with opportunities for increases depending on performance.</li> <li>- Senior Dispatcher salary starts in the range of \$21 to \$23 per hour with opportunities for increases depending on performance.</li> <li>- Extended health plan available.</li> <li>- Pemberton based office with a close-knit family environment with training and support from management.</li> </ul>
<b>Opportunity Type</b>	<p>?</p>