

WorkBC Employment Services – Job Posting

CUSTOMER SERVICE REPRESENTATIVE

Area of Relevancy	;#Sea to Sky;#
Company / Employer	Whistler Personnel Solutions
City of the Job	Whistler
Address of the Job	
Job Type	;#Full Time;#Seasonal;#Several full time, year-round and seasonal positions available starting in September and October;#
Availability Requirements	;#Flexible, 4-day schedule offering a choice of AM or PM shifts and 3-day weekends!;#
Level / Salary Range	Base hourly wage with room for growth and other perks
Years of Experience	
Position Area	
Date Job Posted	11/12/2018 12:00:00 AM
Application Deadline	12/12/2018 12:00:00 AM
Contact Name	Jacki
Contact Phone Number	
Contact Email	talent@whistler-jobs.com
How to Apply	TO APPLY: www.whistler-jobs.com/job/customer-service-reps/ Applications received via email will be redirected to the website
Job Description	<p>A leading-edge tech company with a Whistler-based HQ is growing quickly and is now hiring! Ideally suited for a friendly customer service pro who likes the excitement of rapid growth and change. Offering an excellent wage, attractive perks, staff housing and a flexible schedule that gives you plenty of time for fun in the mountains and living the Whistler dream!</p> <p>Key Responsibilities & Duties</p> <ul style="list-style-type: none"> - Consistently offer professional, friendly and engaging service. - Have a thorough understanding of all our products and services. - Assist guests regarding transportation options in an informative and helpful way. - Accurately book and enter reservations requests using a leading-edge booking system. - Be an organized, responsible, punctual, accountable individual with a sense of urgency.

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	<ul style="list-style-type: none"> - Recognize the importance of adhering to call center and customer service standards. - Liaise with dispatch and other departments as required. - Work well with the call center team as a whole. This means actively contributing at team meetings, maintaining flexibility in your schedule, and adapt to changes in workflow and environment as the business is ever-changing. - Follow department policies, procedures and service standards. - Happily assist with other duties and projects as assigned.
Accessibility	
Desired Qualifications and Experience	<p><i>The Perfect Candidate</i></p> <ul style="list-style-type: none"> - You are a natural communicator. You are known for your friendly, calm nature. You are comfortable with the imperfect. - You would love to get in on the ground floor with a leading-edge, expanding tech company, broaden your skills and challenge yourself all while living the Whistler dream! - Natural communicator and a good listener with excellent phone communication skills. - Understands and knows how to deliver excellent customer service. - Computer-savvy , experienced with Windows and MS Office and can quickly learn new programs and platforms. - Brings a positive mindset and fun energy to the team. - Administratively strong, organized and pays attention to details (always!) - High school diploma or equivalent preferred - Excellent communication skills – including reading, writing and clearly speaking in English - Available to work a variety of shift patterns including some evenings and weekends <p><i>Additional Information About the Job:</i></p> <ul style="list-style-type: none"> - Several full time, year-round and seasonal positions available starting in September and October - Flexible, 4-day schedule offering a choice of AM or PM shifts and 3-day weekends! - Base hourly wage with room for growth and other perks. - Perks include health and wellness package, travel benefits and extended health options - Opportunities to grow and cross train in various departments - Staff Housing (Limited Availability) - Regular staff social events. - Super social, close-knit team atmosphere where you can build a long-lasting career and great friendships!