



Position: Inbound Customer Service Representative

Position Reports To: Team Leader

If you are looking to join a dynamic and diversified team in a fast paced environment that values and respects both its customers and employees then Tribal Wi-Chi-Way-Win Capital Corporation (TWCC) will be an excellent fit for you. TWCC has been providing contact centre solutions to Canadians for more almost 20 years. TWCC answers over 1 million calls annually and currently has opportunities for **Customer Service Representatives** in its Contact Centre located in Winnipeg, Manitoba with training commencing October 5, 2020.

Benefits of working at TWCC

- Diverse and friendly work environment
- Performance Based culture and Compensation Model
- Four weeks paid training
- NO WEEKEND SHIFTS including 10 paid statutory holidays
- NO OVERNIGHT SHIFTS
- 2 week fixed schedules, shift swaps available
- Continuous Learning available to all agents
- Experienced Team Managers
- United Way partner

Job Overview:

Successful candidates will provide exceptional service to customers requiring information, support and guidance on a financial product, inbound calls only with no sales component. This is not a sales roll. All successful candidates must complete four weeks of paid training prior to graduating to floor.

Summary of Accountabilities:

- Adhere to work schedule issued 2 weeks in advance
- Meet or exceed established performance targets (attendance, call quality, call handling time)
- Provide complete and accurate information in a professional, courteous and pleasant manner
- Identify customer's needs through effective probing and listening
- Recommend appropriate options and solutions to fulfill customer's need
- Complete post call documentation accurately and timely

Job Schedule:

- Up to 40 hours a week in the months of September, October, November, January, February and May
- Minimum of 20 hours a week in the months March, April, June, July, August and December
- Flexible to fulfill a variety of shifts between the hours of 5:00am and 10:00pm Monday to Friday

Required Skills and Attributes:

- Proven communication skills (listening/verbal/interpretation) Strong keyboarding and computer skills
- Multi skilling (reading, keying and listening)
- Basic knowledge of smart phone and PC applications (ability to assist with internet and smart phone usage)
- Love for helping customers and providing Engaging, polite, professional and helpful speaking tone
- Team player and adapts to change easily
- Personal interest in learning basic financial principals (interest, principal, amortization)
- Ability to function in a dual monitor and multi program computer setup

COVID 19 Commitment:

TWCC is committed to the health and wellness of its employees at all times and to following the COVID 19 requirements and guidelines issued by the Public Health Authority.

- Daily health screening
- Mandatory mask policy
- Social distancing and barriers between employees
- Three time daily cleaning and disinfection of the facility
- Personal hand sanitizer, wipes and tissue available for each employee

Compensation

- Four week Training Rate and first four week production rate: \$13.00 per hour
- Post eight week Production Rate: Can earn up to \$14.30 per hour (includes pay for performance incentive)
- Annual pay increase program and other incentives

TWCC will conduct, at no cost to the applicant, a Personal Enhanced Reliability Check (PERC) clearance issued by the Government of Canada. Candidates will be required to provide 2 pieces of valid Government ID prior to employment.

TWCC is an equal opportunity employer, committed to a diverse workplace.

Please submit a personal resume and cover letter via email to resumes@twcc.ca, online at www.twcc.ca/careers, or fax 204-943-5343, attention: CSR Recruit.

Thank you for applying, only those selected to progress to the interview process will be contacted, all resumes will be kept on file for 1 year.