

Atelka is now TeleTech Canada, a global leader in customer experience with 43,000+ employees in 80 countries and 5 continents!

Why TeleTech Canada?

We create exceptional experiences for every employee, every day! Our culture is values-based and offers state of the art training and coaching, professional development programs, and exciting opportunities to grow your career and aspire to more.

What will your typical day look like?

As a customer service representative - agent, you will handle customer interactions and establish a relationship of trust with them in an effort to increase their level of satisfaction and confidence.

Specifically, you will:

- handle incoming inquiries from our customers in a positive and enthusiastic manner
- actively listen to customers to better understand their needs
- propose products and services that meet their needs
- solve customer issues
- redirect them to someone else for help, if required
- ensure the customer leaves the interaction feeling reassured and impressed
- **What's in it for you?**

As a customer service representative - agent you'll get:

- opportunity to build your customer service skills
- weekly 1:1 behavioral coaching sessions
- ongoing support for immediate questions
- career planning
- potential for advancement within 6 months
- competitive base salary
- monthly performance-based bonus programs
- paid initial and ongoing training for self-development
- benefits (medical and dental)
- employee discounts with local partners
- expanded social network

What do you have to offer?

You are:

- dynamic, passionate and caring
- interested in having a challenging job
- able to work with minimal supervision
- computer savvy
- available full-time between 7 a.m. and midnight

What skills are an asset?

- high-school diploma
- being fluently bilingual (English and French)
- having previous work experience in sales and customer service

Something exceptional is happening at TeleTech Canada. Join us and experience it for yourself!

****If you're interested please send resumes to: lore.bailey@atelka.com****