



For the fourth consecutive year, EastLink has secured the designation as one of Canada's **50 Best Managed Companies**. EastLink first won the "Canada's 50 Best Managed Companies" designation in 2006. EastLink is committed to providing our employees with career opportunities in an environment that promotes individual growth and career satisfaction. EastLink is an Atlantic Canadian owned and operated company delivering world-class telecommunication and entertainment services to residential, business and public sector customers throughout Canada.

EastLink is presently seeking **Customer Service Representatives** to join the team in **Halifax, Nova Scotia**.

EastLink Customer Care Representative's are the first point of contact with our customers and are accountable for ensuring excellence and quality in each customer experience. By responding to customer inquiries by telephone or email, the highest level of customer service is ensured through first call resolution and by living EastLink's customer service standards. You are trustworthy and meet your commitments in a dynamic and rapidly changing environment. As a team player, you see success as being measured not only by our measures, but in our contribution to Customer Service and EastLink as a whole.

Reporting to the Team Manager, Customer Care and working on a team of between 15 to 20 Customer Service Associates, you will be primarily responsible for providing highly effective, efficient and professional solutions of EastLink's telephone, high speed internet, digital cable and bundles to existing and new Customers.

Responsibilities:

- Participating on an inbound priority-based national queue to answer telephone based inquiries (and some email)
- Research and resolve customer inquiries following documented processes and accurately reflecting them in call history and detailed notes on file
- Working in a backline capacity doing installation and service orders and customer follow up for effective resolution
- Leveraging internal knowledge based systems and departments for assisting customers with a goal for first – call resolution
- Respond to all customer inquiries about including but not limited to billing, sales promotion and customer changes on their accounts
- Highlight and recommend solutions on products and features to support customer requirements at every interaction
- Handle all new and existing inquiries for all cable, phone and internet customers across Canada

Qualifications:

- 1 -2 years providing previous support related experience dealing with Customers in a previous call center, banking, hospitality or service environment
- Outstanding comprehension and communication skills
- Sales training or experience an asset
- High school graduate or equivalent related experience

- A positive attitude, patience and understanding, dedication and commitment
- Advance knowledge of telecommunications and the cable / entertainment business an asset
- Ability to work in a 7 day /week, multi-shift environment

Employees of the EastLink Group are highly motivated, results-driven individuals who enjoy challenges and are committed to continuous learning. If this description fits, then EastLink holds exciting opportunities for you!

EastLink – Human Resources

Re: Customer Service Representatives

[Apply for this position](#)

EastLink is an Equal Opportunity Employer