



UTILITY NETWORK & PARTNERS INC. POSITION POSTING

Position Title: Customer Service Representative
Position Status: Full Time, Tuesday to Friday, 1:00PM to 9:00PM, Saturdays 10:00AM to 6:00PM
Location: 1316, 9th Avenue SE, Calgary, Alberta, T2G 0T3
Closing Date: Open until filled, applications encouraged by August 31, 2021

ABOUT US

In joining Utility Network & Partners, Inc. (UTILITYnet) you will become part of Alberta's most dynamic utility-retailing network of companies. We make sure our customers stay informed and in touch with changes in Alberta's volatile utilities marketplace. We are passionate about being first to deliver new innovation in product offerings, automated billing services, lower prices and the highest level of customer care. When compared to the incumbent utilities, we are different. Apply now for a career like never before and become part of a changing deregulated utility marketplace.

Our customer-focused, web-based, utility-retailing company is now recruiting applicants to join our Customer Care Team in the position of **Customer Service Representative**.

POSITION

In this role, you will be one of our retail and service experts, providing recommendations to our customers on Internet product plans that fits the customer's needs as well as processing online customer applications for Internet services. You will also be assisting customers with general troubleshooting for Internet services. If you have a positive attitude, are detail-oriented, have a passion for delivering exceptional customer service and are committed to first call resolution, please read on.

Please Note: This is a full time position with the following schedule (Tuesday to Friday, 1:00PM to 9:00PM, Saturdays 10:00AM to 6:00PM).

RESPONSIBILITIES

- Help customers switch their Internet accounts to our network of independent energy marketers.
- Validate and process new online customer applications and provide first level technical troubleshooting help when required.
- Prepare and provision modem hardware for new customers, and handle changes to hardware rentals and purchases.
- Answer billing inquiries and help customers learn how to manage their own account using the online "My Account" application.
- Use your natural ability to connect and build rapport with a variety of customers and provide advice to help them meet their changing needs.
- Use your sales and customer care expertise to retain customer accounts by explaining and introducing existing clients to new product offerings.
- Ensure every customer is a HAPPY CUSTOMER!

REQUIREMENTS / QUALIFICATIONS

- High School Diploma with a minimum of 2 years of experience in customer care, sales, the telecommunications industry, or related fields.
- Post-secondary education preferred.

- Proficient math skills with a focus on number facility and mathematical reasoning.
- Full professional English proficiency, both written and verbal.

SKILLS

- Excellent active listening skills and professional telephone manner.
- Ability to explain and relate industry knowledge to customers in a friendly and engaging way.
- Excellent organizational and self-management skills, accuracy and attention to detail.
- Proficient with Microsoft Office Suite (Word, Excel, Outlook) and a willingness to learn and adapt to new technology and software as it emerges in the field.
- Familiarity with or competence in Google applications (Documents, Sheets) is an asset.
- Excellent accuracy, decision-making, problem-solving, and critical thinking skills.
- Proven interpersonal and collaborative skills with an ability to work as part of a team in an open-concept office space.

TO APPLY

Interested applicants should submit their resume and cover letter (including salary expectations) in PDF format to HR@UTILITYnet.net quoting “Customer Service Representative”.

Utility Network & Partners Inc. is committed to employment equity, welcomes diversity in the workplace and encourages applications from all qualified individuals. We thank all interested applicants; however, only applicants selected for an interview will be contacted.