



EMPLOYMENT OPPORTUNITY MISSISSAUGAS OF ALDERVILLE FIRST NATION

Customer Service Representative Start-up Wireless Internet Service Provider Company

Job Scope:

Alderville First Nation has been working on a project to establish a Wireless Internet Service Provider that will provide service to the community of Alderville First Nation and the surrounding area. As a result of recently acquired funding, we are proud to introduce Rice Lake Wireless to Ontario.

This role will consist of three main objectives:

- Providing excellent customer service
- Maintaining a positive customer experience and escalating accordingly
- Representing Rice Lake Wireless with a positive attitude and image

The Customer Service Representative is responsible for providing first line customer support via incoming calls/emails by helping to schedule installations, sharing product knowledge, and resolve issues in a timely and independent manner resulting in a positive customer experience.

This position will report to the Director who will oversee operations for the current and future phases of this project.

The Customer Service Representative is required to ensure the duties outlined below are fulfilled in a timely, co-operative, and professional manner.

Duties and responsibilities:

- Redirect calls for technical assistance and support for subscriber queries and issues related to the service, computer systems, software, and other hardware as needed.
- Respond to queries either in person or over the phone.
- Write FAQ and Help functions.
- Train computer users and subscribers.
- Respond to email messages for customers seeking help.
- Troubleshoot client issues. Follow up with customers to ensure issue has been resolved.
- Takes orders over the phone and in person.
- Advises customers on technical matters and recommends appropriate service offerings and/or configurations.
- Solicits information about service needs from customers.
- Negotiates prices or terms for the subscription according to policy.
- Provide pre-sale and immediate post-sale technical support after subscription is made.
- Assist with the company helpline.
- Serve as a customer service rep for customers who have questions or difficulties.
- Demonstrate product features before a sale.
- Help customers maximize the use of service features.
- Ensure quality of service by developing a thorough and detailed knowledge of technical specifications and other features of Rice Lake Wireless systems and processes

- Other duties as assigned

Qualifications:

- Must have min. 3 years of experience in a customer service role, along with excellent time management, multi-tasking skills and self-motivation; experience in telecommunication industry is an asset
- Telecommunications help desk experience is an asset
- Willingness to learn and develop new skills
- 'Can do' attitude; flexible and adaptable approach to problem solving
- Must have strong closure and influencing skills
- Proven skills in strong and clear communication (both written and verbal) and interpersonal skills
- Ability to assess situations, prioritize, respond, and escalate accordingly
- Accounting and reporting skills are assets
- Knowledge of working in a First Nation environment is an asset
- Must have Valid Glass G driver's license and access to own reliable transportation
- Must be bondable
- Must be willing to provide Criminal Reference Check and Vulnerable Sector Search upon conditional offer

Deadline to apply: Friday, November 16th, 2017 at 4:00pm (Late applications will not be accepted).

Applications can be delivered to the reception of Alderville First Nation Administration Office. Submissions must include a cover letter, resume along with three work related references and/or letters of reference. Electronic submissions should be sent as ONE document with YOUR NAME within the file name.

Alderville First Nation
11696 Second Line Road
Roseneath, ON K0K 2X0
ATTN: **Khadej Fall**

Faxed applications to (905) 352-3242
Emailed applications to **hr@ricelakewireless.ca**
Hand deliver or mail to address listed above – *RE:*
Customer Service Representative

*We thank all who apply; however, only those selected for an interview will be contacted.
Chief and Council retain the right to make the final decision on the selection of the successful candidate.*