GARDAWORLD
Careers

GardaWorld - Customer Service - 41680$/year+benefits - Ste-Therese

Reference	1443224300
Work locations	Sainte-Thérèse (Quebec, Canada)
Published	November 21, 2026

JOB DESCRIPTION – CUSTOMER SERVICE REPRESENTATIVE

Who We Are

GardaWorld is a global leader in security services, integrated risk management and cash management solutions. The company employs more than 132,000 highly qualified and dedicated professionals.

Driven by a dynamic entrepreneurial culture and fundamental values of integrity, vigilance, trust and respect, GardaWorld offers sophisticated security and technology solutions tailored to its needs in close partnership and in the delivery of services that are always superior.

Recognizing the critical role of safety in business operations and community protection, GardaWorld is proud to be the preferred long-standing security partner of some of the world's most prestigious brands, Fortune 500 companies and governments.

Our Mission

Our mission is simple: to make the world safer by protecting people, goods and our customers.

We can only accomplish this mission by meeting the highest standards in each jurisdiction where we operate. We are a values-based organization and we are proud of our work and our results-based approach.

Our core values - integrity, trust, vigilance and respect - are reflected in everything we do throughout our operations.

Integrity, trust, vigilance, respect.

Your Role

The Customer Service Representative is the voice of the company. It is essential to ensure exemplary service to all internal and external clients. A client-centred approach is needed to maintain long-term customer satisfaction.

This position is suitable for a highly organized individual with communicate effectively, sound judgment and experience in a direct sales environment focused on proactive customer development.

You will be part of a collaborative and supportive team that appreciates your ideas and contributes to your success.

Key Performance Indicators (KPIs)

- Telephone service level: 85% of calls were answered within 60 seconds.
- Call quality: 90% quarterly score.
- Performance: Quarterly score of 100%.
- Average call processing time: Less than 5 minutes.
- Review of the podium Invitations: 120 invitations per quarter.
- Closing tickets: 70% of tickets closed within 7 days.

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Duties and Responsibilities (Non-Exhaustive List)

- Respond to customer enquiries with confidence and professionalism, using the tools and resources provided.
- Maintain a positive, empathic and professional attitude towards clients throughout the shift.
- Demonstrate excellent problem solving skills.
- Solve client concerns by asking clear questions, identifying the root cause of the problem, selecting and explaining the best solution, accelerating corrective action and following up to confirm resolution.
- Enter data accurately.
- Recommend improvements or changes that could benefit clients and increase efficiency.
- Maintain a strong knowledge of products to answer questions quickly and confidently.
- Communicate and coordinate activities with colleagues when needed.
- Be prepared to assume additional projects and responsibilities as required.

Skills and Qualifications

- High school diploma.
- Proficiency with computer tools and applications.
- At least one year of customer service experience.
- Collections experience is an asset.
- The technical support experience is an asset.
- Excellent oral and written communication skills.
- Ability to collaborate effectively within a multigenerational team with varying skill levels.
- Sales experience is an asset.
- Experience managing complex situations and escalated customer inquiries.
- Availability for on-call periods, when needed.
- Availability to work on weekends, evenings and holidays, if needed.
- Position on site at the office.

Position Details

- Division: Garda Alarm Services Corporation
- Customer Experience Team Manager and Customer Experience Manager
- Employment Status: Full-time
- Work location: On site at the office

Search for reference 1443224300 on the Canadian GardaWorld careers portal.

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