GARDAWORLD
Careers

GardaWorld - French Customer Service - Edmonton - 41600$

Reference	1446294000
Work locations	Edmonton (Alberta, Canada)
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JOB DESCRIPTION – Customer Service Representative

Who We Are

GardaWorld is a global champion in security services, integrated risk management and cash management solutions, employing more than 132,000 highly qualified and dedicated professionals. Driven by a continuous entrepreneurial culture and fundamental values of integrity, vigilance, trust and respect, GardaWorld offers sophisticated and responsive security and technology solutions through high-level partnerships and the provision of ever-higher services. GardaWorld is proud to be the long-standing security partner of some of the most important brands, Fortune 500 companies and governments, and to know that safety is essential to conducting business and ensuring community safety.

Our mission

Our mission is simple: to make the world a safer place to protect our customers - people, goods and operations around the world.

We can only achieve this by respecting the highest standards in all the jurisdictions in which we operate. We are a value-based organization and are proud of our work and objective-oriented attitude. Our fundamental values of integrity, trust, vigilance and respect are reflected in everything we do throughout our operations.

Integrity, trust, vigilance, respect.

Your Role

A representative of customer service is the voice of the company. Ensuring that exemplary service is provided to all internal and external clients is essential. A customer-oriented focus is necessary to preserve long term customer satisfaction. This position requires a highly organized person with excellent communication skills, sound judgment and experience in a direct sales environment in the development of proactive clients. You are part of a collaborative team that supports you, your ideas and your success.

Key Performance Indicators

- Telephone service level: 85% of calls answered within 60 seconds
- Call quality: 90% quarterly score
- Results %: Quarterly 100% score
- Average time of handle: < 5:00 Minutes
- Podium Review Invitations: 120 Invites/Quarter
- Ticket closing rate: 70% closed within 7 days

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Job Duties & Responsibilities, include but not limited to

- Reliable and professional response to customer telephone enquiries using the tools and resources provided to you.
- Maintain a positive, empathic and professional attitude towards clients throughout the shift.
- Exceptional skills in problem solving.
- Ability to resolve client concerns by asking clear questions, such as determining the cause of the problem; choosing and explaining the best solution; speeding up corrections; and following up on resolutions.
- Accurate data entry.
- Make recommendations on improvements or changes that could benefit our clients and increase efficiency.
- Know the products inside and outside so you can answer the questions quickly and confidently.
- Communicating and coordinating with colleagues, as necessary.
- Willing to take on other projects and duties as assigned.

Skills/Qualifications

- High school diploma.
- Computer literate.
- Customer service experience for at least 1 year.
- Collection experience is an asset.
- Technical support is an asset.
- Excellent verbal and written communication skills.
- Ability to work well with a team that is multi-generational and multi-level of skills.
- The sales experience is a plus.
- Experience in managing customer escalations.
- Call-in work may be required.
- Weekends, evenings and public holidays may be required.
- Office position.

Division: Corporation Services d’alarmes Garda

Report to: Customer Experience Team Leader and Customer Experience Manager

Status: Fulltime

Search for reference 1446294000 on the Canadian GardaWorld careers portal.

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