GARDAWORLD
Careers

Full time Control Centre Operator

Reference	1446576800
Work locations	Calgary (Alberta, Canada)
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Your mission at GardaWorld

If you are looking for a job where you have a significant responsibility, it is for you! As a control centre operator, you will play a key role in communicating between agents, customers and supervisors! You will oversee the hours after sales schedule and will play a key role in the day-to-day operations of all branches in Western Canada.

Schedule Details

This position follows a rotating bi-weekly schedule with staggered overnight shift times

- Permanent full-time position 4/3 12 hours night by shift: 18:00-06:00 or 18:45-06:45

Please note that shift start and end times may vary between 18:00-06:00 and 18:45-06:45 depending on operational requirements.

Job Benefits

- We offer salaries from $22 to $23/h and health benefits
- Opportunities to develop alongside GardaWorld
- Continuing training through the GardaWorld Campus
- Corporate discounts

What is a Western Canadian Control Centre Operator doing in Calgary?

Key Objectives

- Manage large volume of entry and exit solutions, manage requests and escalations at branch level
- Follow the communication scripts and use the company knowledge products and services to release script if necessary
- Identify client needs, research issues, resolve complaints and provide solutions
- Maintain call ownership throughout the appellant's life cycle of application, including tracking with end-users and climbing team
- Recommend system and process improvements to improve organizational efficiency

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Daily and Weekly Tasks

- Communicate and liaise with Western Canada's branch, supervisors and security guards to provide post-hour support on operational matters.
- Develop positive relationships by going beyond client service, ensuring that all issues are appropriately addressed
- Achieve personal qualitative and quantitative goals on a daily basis and achieve all service, productivity and quality objectives
- Using the data and ideas gathered in the control centre to recommend and influence opportunities for process improvement
- Manage incoming/outgoing calls providing resolutions, process inquiries and escalations at branch level.
- Actioning various alerts to ensure the health and safety

Required qualifications

- Have a high school diploma or equivalent
- 1-2 years of customer service required
- Ability to work in a fast environment and handle work under pressure
- Ability to multitasking, time management and priority setting
- Experience in a call centre is an asset
- Adept to problem solving and conflict resolution
- Comfortable learning new computer programs
- Capable of passing the typing test with a minimum average score of 50-60 words per minute.
- Flexible availability
- Be able to provide a clean criminal history check

Search for reference 1446576800 on the Canadian GardaWorld careers portal.

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