

In-TAC ISSofBC Pre-Arrival Services Job Posting

Customer Care Agent

Job ID #: In-TAC-021-16

Sector: Customer Services

Job Type: Full time

Location: Burnaby, BC

Number of Openings: 1

Salary: DOE (Depends on experience)

Closing Date: Ongoing until filled

A Security Company is looking for full time a Customer Care Agent for an Alarm Systems Division. The position is responsible for interacting with our clients, providing the best service possible. The candidate should have a positive attitude that enjoys working in a team and is comfortable in a dynamic and fast paced environment.

Responsibilities

- Answer calls and email inquiries from existing and prospective clients
- Accurately update customer account information
- Process customer payments
- Survey clients to ensure satisfaction
- Perform other tasks as required
- This job reports to the Customer Care Manager

Qualifications

- Excellent written and verbal communication skills; confident in interacting with current and prospective clients
- Ability to problem solve and effectively respond to customer needs
- Strong multi-tasking and organizational skills, with the ability to prioritize to in order to meet deadlines in a fast paced environment
- Positive attitude with willingness to take direction
- Self-starter who can work independently as well as in a team environment
- Computer skills including working with Word, Excel, Outlook, and other database software
- Must be flexible as hours and days may change due to business need
- Previous experience in a call center and/or customer service role
- Experience in the security sector would be considered an asset
- High School Diploma/GED

Benefits:

- Medical Insurance
- Life Insurance
- Dental Insurance

How to Apply:

Eligibility to apply for the job: Pre-arrival immigrants to Canada with valid passport from China, Hong Kong, Macau, or Taiwan

For Pre-Arrival clients already registered with In-TAC Pre-Arrival Services, please email your resume to your Counsellor, including "Job ID # In-TAC-021-16" in subject line. To access *free* pre-arrival services, please click [here](#) to register as our client.



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