

Call Centre Agent

Title

Call Centre Agent

Reports To

Call Centre Manager

Summary

The Call Centre Agent is responsible for front-line communication with our various customers including patients, caregivers, and physicians. This position requires Health Canada security clearance.

Job Description

- Provide prompt, courteous and clear answers to all inquiries
- Document information in electronic form and on paper, using the company's database software to record customer interactions, such as: transactions, processing information, and addressing customer feedback
- Maintain new customer accounts, provide product recommendations based on a patient needs and provide payment options
- Interact with customers primarily by telephone and email to provide information about products and services as well as solving problems with a solution-based approach
- Document and address customer concerns and, if necessary, refer unresolved issues to relevant departments for follow-up
- Communicate information with team members electronically, in person and in writing which is critical to this role

Requirements

- Excellent listening and communication skills
- The ability to multitask, take initiative, and be solution based with communication
- Good typing skills with attention to detail
- The ability and interest to work in a fast-paced, phone and computer based customer service team environment
- A strong sense of personal integrity and confidentiality with the ability to resolve problems by analyzing data and identifying problems
- Friendly, compassionate, and caring
- Knowledge of cannabis is an asset (training will be provided)

- Healthcare knowledge is an asset
- Customer service, account management experience, and/or a certificate or diploma in Business Administration would be an asset
- Proven ability to effectively use Microsoft Office applications and experience with Call Centre Software applications would be an asset

Qualifications

- High school diploma or equivalent
- Previous experience would be an asset
- Bilingual in both English and French would be an asset

Work Conditions

- Limited Strength demands; 0-5 kg (0-11 lbs)
- Sitting
- Indoors
- Overtime as required