



<https://intscanada.com/job/customer-service-rep-transp/>

## Customer Service Rep. – Transp

### Hiring organization

INTS Consulting

### Description

#### POSITION PURPOSE

This position is responsible for handling customer inquiries and requests received from the public across a variety of communication channels; achieves established KPI's; tracks and documents details of customer interactions in the Customer Relationship Management (CRM) system.

### Date posted

2023-07-28

### MAJOR RESPONSIBILITIES

- Responds to inquiries and concerns received from customers across a variety of communication channels such as telephone, e-mail and live chat.
- Utilizes technology and resources to provide accurate customer information.
- Appropriately manages crisis or passenger behaviour calls.
- Categorizes and documents all customer interactions in the Customer Relationship Management (CRM) system.
- Responds and addresses customer feedback and complaints; completes validation process to discern whether complaints/issues require further escalation.
- Maintains awareness of department programs and services in order to service customers.
- Reports customer incidents and issues and provides information to internal stakeholders for investigation, advising management of urgent or sensitive concerns.
- Ensures information in Knowledge Base is accurate and provides management with recommendations to improve quality of information.
- Ensures that services provided meet Regional customer service standards;
- Participates on committees, work groups, task forces and special projects, as assigned;
- Manages information in accordance with legislation and corporate standards.
- Performs other duties as assigned, in accordance with Branch and Department objectives;

### QUALIFICATIONS

- Successful completion of a College diploma in Business Administration, or a related field, or approved equivalent combination of education and experience.
- Minimum two (2) years' current demonstrated experience delivering service to customers in a contact centre environment.
- Demonstrated experience in computer applications such as a Customer Relationship Management (CRM) system and other applications.
- Demonstrated knowledge of contact centre operations including telephony

and technology.

- Demonstrated knowledge of complaint, de-escalation and conflict resolution techniques and ability to work with the pressure and challenges of receiving complaints on a regular basis.