



# Customer Experience Specialists

## -Bilingual an Asset-

CX Solutions, is a Privately held, Canadian multi-disciplinary company delivering Iconic Customer Experience Solutions through BPO Operations delivery, Consulting and Technology Innovation services. We are headquartered in Toronto, Ontario with a division in Sault Ste. Marie. The European division of CX Solutions, "CX Technology Solutions" is headquartered in Nis, Serbia serving Germany and the UK.

*Join a winning team as we expand our Centre of Excellence in Sault Ste. Marie!*

We are expanding our Contact Centre division! These roles are located in our Centre of Excellence in Downtown Sault Ste. Marie, Ontario. We require local applicants who are able to work in our modern and safe work environment, and who are also flexible to Work from Home if and as needed. We will also consider those that are located within the surrounding areas.

*Is this opportunity a match for you?*

We provide Customer Service Support on behalf of our Canadian Freight Logistics client. We leverage our skills and training in Customer Experience to respond to inquiries and requests, providing exceptional customer experience effectively and efficiently through each customer interaction and all contact channels, ideally in **English and French**.

### *We Offer*

- + A safe, fun, and inclusive work environment where everyone is valued and treated with respect
- + Health and Safety is of extreme importance, and we take all required measures to ensure the well-being of our team
- + Learning and promotion opportunities in a fast-paced and growing high-tech company
- + Competitive Performance and Skill Development Incentives
- + Casual dress
- + Company events
- + Flexible schedule
- + On-site parking
- + Wellness program
- + In-office positions and Work from Home within 2 to 3-hour radius of Sault Ste. Marie

**Location:** CX Solutions - Canadian Operations– 258 Queen St. E., Sault Ste. Marie

### *The Role*

Provide customer service support by phone – inbound and outbound calls

- + Respond to customer inquiries by phone in a timely, accurate, and professional manner
- + Log requests within the applicable Client systems
- + Utilize all required systems to provide exceptional customer service
- + Proactively identify and resolve issues and concerns
- + Understand and follow the Client standard operating procedures (SOP)
- + Deliver a positive customer experience



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### *You have*

- + 1- year experience in a Customer Service/Contact Centre environment
- + Bilingual – proficiency in English and French an asset
- + Customer Experience and/or Training in conflict resolution/mediation an asset
- + Demonstrated critical thinking with strong problem-solving and solution based skills
- + Positive and professional customer service skills, including an appropriate sense of urgency and genuine interest in resolving customer concerns and/or requests
- + Ability to overcome objections or deliver information in a positive and professional manner
- + Advanced communication skills, both verbal and written
- + Excellent computer skills, including MS Office; previous experience with knowledge of AS400 an asset

### *Schedule*

- + Day shifts
- + Monday to Friday
- + Shifts are scheduled within 7am-6pm (no evenings)
- + No weekends

### *Is This You?*

- + Do you have a passion for assisting and supporting customers?
- + Are you able to multi-task and think 'beyond the box'?
- + Do you believe in giving your all and having fun in a Team environment?
- + Are you a technical thinker who enjoys solving puzzles?
- + Do you enjoy learning new skills and actively challenging yourself?
- + Are you looking for a career where you can grow and develop new skills in a dynamic and fast paced environment?

### *Are you a fit?*

If you feel you are fit for this role, please forward a covering letter and resume to [recruitment@cxsolutions.ca](mailto:recruitment@cxsolutions.ca).

### *COVID-19 considerations*

Based on the Ontario COVID-19 workplace safety plan recommendations, we have developed and keep current our CX Solutions COVID-19 Safety Plan for the workplace that includes the following COVID-19 precautions:

- + Plastic shields at work stations
- + Masks provided and required when not at work stations
- + Daily COVID-19 and temperature screenings
- + Social distancing guidelines in place
- + Sanitizing, disinfecting and cleaning procedures in place

### *Equal Opportunity Employer*

*CX Solutions provides equal employment opportunity for all applicants and Employees and do not*



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*discriminate on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability or any other characteristic protected by local law.*