Client Services Representative

Summary

You're the ultimate people person. You have a smile on your face and you always put people first. You understand the value of being a good listener, and you're pretty good at thinking fast on your feet. We're looking for a Client Services Representative to respond to prospective customer inquiries and current client concerns pertinent to our residential properties throughout Western Canada. The role delivers exceptional customer service and is a brand ambassador for the company.

The Client Care Centre operates 24 hours a day, 7 days a week, 365 days per year.

Responsibilities
- Respond to client inquiries in a professional and timely manner
- Provide a high level of customer service
- Troubleshoot client issues and provide viable solutions
- Document client interactions in appropriate database or software
- Support clients with tips to ensure routine issues obstacles are avoided
- Place maintenance orders with accuracy
- Utilize conflict resolution skills to ensure a high level of client service
- Adhere to both corporate and departmental policies and procedures
- Promoting company in a positive image to all current and potential clients
- Performs other duties as required

Requirements
- High school diploma or equivalent
- Minimum 3 years' experience in the customer service industry
- Advanced level of proficiency with MS Office Suite and data entering
- Minimum 45 wpm typing speed
- Bilingual fluency (French second to English priority) considered an asset
- Strong customer service and troubleshooting skills
- Ability to work well under pressure in a changing environment
- Strong attention to detail and multi-tasking skills
- Ability to deal with clients in a sensitive and tactful manner
- Professional verbal and written communication skills
- Available to work irregular 8 hour shifts within a 24-hour open timeframe (includes weekends, holidays and emergency coverage as required).

If this is you, we want to hear from you. Apply online today at www.broadstreet.ca!