



Digital CARE Consultant

Posted by: Rogers

Posting date: 09-Apr-2023 **Closing date:** 23-Jul-2023

Education: High School Diploma or equivalent

Language: English (Required)

Job location:

Salary: \$\$58.5k

Years of Experience: Fresher (less than 1 year)

Vacancy: 2

Job Type: Part Time

Job id: CAJ5656085

Expired

Job description:

This is a **Remote** role which means you get to work from home!

At Rogers, we put our customers first in everything we do. We're committed to creating best-in-class customer experiences for millions of Canadians from coast-to-coast-to-coast. Our Customer Experience team is energetic, empathetic, and dedicated to making a difference – they're passionate about people and ready to do whatever it takes to keep us connected to a world of possibilities and the memorable moments that matter most.

If you're someone who's excited by a challenge, takes initiative, and moved

to make a difference, you'll find success here. We're growing our customer experience teams and are looking for team members who are committed to make more possible for our customers and Canadians every day.

Think you're up for the challenge and the fun? If so, consider the following opportunity:

At Consumer Care, we believe our people are the heart of our success. We take pride in connecting Canadians to a world of possibilities and the moments that matter most in their lives by providing the very best wireless, residential and media to Canadians. We are leading the way in 5G for both coverage and reliability. **Consumer Care** is an opportunity for you to build something amazing, while accelerating your career. Together we can make more possible.

Life at Consumer Care – What We Offer

We invest in our people to unleash their potential so we can win as a team! As part of the team, you will have access to a ton of amazing resources, discounts and perks. To name a few:

- Unlimited access to Headspace Premium for mindfulness training
- Access to a virtual walk in clinic to connect with Healthcare Professionals from home
- LIVX – Fitness Membership to attend classes virtually
- Company matching contributions to charities you support
- Paid time off for volunteering
- Great benefits, pension plan, RRSP, TFSA and Wealth Accumulation Plan
- Employee discounts to our products and services
- Leadership development, Mentorship and Coaching programs

We genuinely care about each other and we're committed to fostering an inclusive and diverse workplace at Rogers so all of our team members can bring their whole selves to work. We have employee resource groups that build awareness and a culture of allyship for equity-seeking groups, including groups representing People of Colour, LGBTQ2S+, Indigenous Peoples, Persons with Disabilities and Women. We all bring something different, and we know what makes you different makes us great.

What We're Looking for

We're looking for someone who will bring enthusiasm and a positive attitude to the work they do. Someone who has a deep passion to listen and genuinely want to help each person they connect with. This role is fast-paced, and the environment is ever changing. You will be challenged to ask the right questions to unlock the appropriate solutions while recommending our products and services to our customers. You will foster collaboration within your team and other departments in efforts to help us work efficiently and provide world class customer service.

What You'll Do

Our customers come first, and they inspire everything we do. As part of our team, you will be providing world class customer service by connecting with our customers, analyzing their needs and offering customized solutions **through our chat and voice channels**. You will receive ongoing training and development to ensure you have all the necessary skills to navigate through our systems to find the solutions and/or the products that best suit our customers. We are there when our customers need us so you will have the ability to work a flexible schedule. You will be speaking to different people from across Canada.

Who You Are

- High School Diploma or equivalent
- 1+ years of customer interaction in a professional role, either face to face or over the phone
- Expert in communication and listening
- Strong analytical and problem-solving skills & ability to work a flexible schedule
- Minimum of 40 wpm typing
- Navigate multiple computer systems & multitasking

Schedule: Part time

Shift: Variable

Length of Contract: Not Applicable (Regular Position)

Work Location: 1 Mount Pleasant WFH(084), Toronto, ON

Travel Requirements: None

Posting Category/Function: Call Centre Operations & Customer Service / Sales

What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our candidates with disabilities throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the Rogers FAQ.

Posting Notes: Customer Experience

Posted on canadianjobportal.com