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# CUSTOMER SERVICE REPRESENTATIVE RESIDENTIAL SERVICES

## ABOUT FRONTLINE:

Frontline Broadband Inc. is an expert in Information and Communication Technologies with over 15 years of experience. We specialize in utilizing true fibre optic network technology to create SMART Communities and Buildings.

## MAIN RESPONSIBILITIES:

- Handle all inbound calls effectively and efficiently
- Assist with External Sales/Marketing events
- Provide exceptional customer service and ensures client loyalty and satisfaction
- Generate and retain customers by using consultative sales and retention skills
- Maintain positive relationships and regular communication with key stakeholders in existing client base to ensure customer satisfaction
- Assist customers with their product and service inquiries
- Work closely with the help desk team (internal & external) to ensure exceptional customer service
- Maintain customer records by updating account information
- Communicate with customers on the status of service calls
- Assist with dispatching of Field Network Technicians as needed
- Continually maintain working knowledge of all company products, services, and promotions



(416) 360-3000 x6575



marketing@frontline.ca



www.frontline.ca

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### **REQUIRED QUALIFICATIONS:**

- Ability to work in collaboration with others
- Solid organizational and problem solving skills
- Self-starter approach with initiative
- Ability to work in a fast paced, changing environment with minimal direction
- Flexibility to work shift work within the 6 days of the week –mornings, evenings (up to 10 pm) and on weekends and holidays
- Ability to pass and maintain full security clearance as required (Criminal/ Credit Checks)