



ESA is now accepting applications for **Bilingual Temporary Customer Service Representatives**.

Are you a customer-oriented professional? Consider this opportunity with a national leader in electrical safety where you will handle transactions and provide a high level of customer care to the public through a variety of registration and enquiry services, contributing the integrity of Ontario's electrical safety system.

As a Customer Service Representative you will:

- Resolve and complete telephone requests for inspections, ensuring field staff and other internal stakeholders receive proper information (inbound calls)
- Update records with completed information and process charges where necessary
- Deliver exemplary service when helping our customers resolve issues and questions by being knowledgeable and resourceful (verbally and in writing)
- Be measured against quality, efficiency and effectiveness measures to help you continuously improve
- Ensure confidentiality by protecting personal information
- Work collaboratively in a team to learn, improve and grow, contributing to the ongoing improvement of the overall customer experience

What You Bring To The Table:

- Exceptional communication skills: active listening, verbal and written
- Strong interpersonal skills, contributing to a positive team work environment
- Open to receiving and incorporating constructive feedback and coaching to continuously improve
- Employ a practical approach to tasks, work prioritization, problem solving, decision making and time management skills
- Work effectively in a team and independently with minimal supervision
- Experience in customer service
- Excellent computer and multi tasking skills in a fast paced environment

What Makes ESA a Great Place to Work?

- Very competitive compensation. Hourly rate of \$47.45
- Structured, paid on-the-job training program to help make you successful
- Excellent corporate employee recognition program that acknowledges outstanding personal and team efforts
- Employee well-being is promoted through: access to a comprehensive confidential employee assistance program and participation in innovative health and wellness events
- Monday to Friday work week (35 hours per week)
- Office conveniently located close to the 401

If becoming a Bilingual Customer Service Representative at ESA is of interest to you, and you meet the requirements listed above, we ask you to submit your application online. Please include a detailed resume outlining your previous experience and employment history. If your application is selected for further processing you will be notified by email.

Qualified applicants please apply at www.esasafe.com

We thank all applicants for their interest however, only those candidates selected for an interview will be contacted.

No agencies please.