

Customer Service Associates

Convergys is currently looking for great individuals to join our team in Dartmouth as Inbound Customer Service Associates. We're looking for individuals who can work between the hours of **10am-8pm on Weekends and 8am-11pm on Weekdays**. All positions are **full time**.

Customer Service Associates are responsible for answering inbound calls from wireless customers and providing information about products and services. Examples of these would be rate plans, phone hardware, upgrade eligibility and updating personal information. You would also be required to assist customers by troubleshooting billing and technical issues. There are also a variety of options and services available for you to help the customer upgrade to give them the best value for their needs.

At Convergys we offer a competitive base rate of \$10.00/hour plus performance incentives of up to an additional \$1.30/hour. You can take control of your own earnings by receiving incentives for upgrading products and services for current customers. There are **No Outbound Sales**. We also have a shift differential of \$0.25/hour after 6pm, excellent Benefits (including Medical, Dental and Vision), Employee Assistance Program, and Tuition Reimbursement- of up to \$2500/year! We're in a great location with FREE PARKING, and access to multiple bus routes and subsidized late night transportation. Everyone starts out with 2 weeks paid vacation. On site we have a casual dress code and a full service cafeteria. And don't forget about our **Work From Home program** that you can join after training!

We're looking for individuals who have:

- At least 6 months of experience in customer service (i.e., retail, food service, or contact centre)
- Completion of High School or Equivalent (additional customer service experience may be considered)
- High energy and a positive attitude
- Previous sales experience is preferred
- Commitment to providing customer service
- Excellent customer service and communication
- The ability to multi task in a fast paced environment
- Flexibility for scheduling during operating hours (including weekends and holidays)
- The ability to navigate multiple applications in a windows environment
- A Criminal Record check will be completed upon offer of employment

You get a rush from doing your job well.

WE CAN RELATE.

But you also think it's pretty cool when other people notice your impact too. We couldn't agree more. So, what's your motivation to succeed at Convergys? How about the great incentives we give top performers, or the fact **that 90% of our current managers are promoted from within?**

We're Convergys, masters at helping great companies be even better through the proven power of relationship management. **We believe in providing customer service that actually serves our customers**, and careers that reward our employees' dedication and performance. Sound like big ideas you can support? **WE CAN RELATE.**

APPLY ONLINE TODAY!
www.convergys.com/careers
For Information Call: (902) 457-8090