

**Title:** Customer Service Technical Advisor - Burnside  
**Location:** 134 Eileen Stubbs Ave, Dartmouth, NS – **The one with the SLIDE!**  
**Job Type:** Full-time  
**Salary:** \$16.00 to \$18.00 /hour

Here at Concentrix, we are fanatical about our staff and as well as our clients. We would describe ourselves as tenacious in our pursuit of excellence, not afraid to be bold and even disruptive in the marketplace. We like shaking things up! Our values, we take seriously - they are threaded and woven into everything we do. We have a large global footprint but we are one Concentrix Team.

Join us and Be the Difference for the world's best brands.

**Career Description/Summary:**

As a Technical Service Representative, you will support people who contact us for help, you will be their human connection: friendly, attentive, and real. You will answer questions about our client's products and services, enriching customers' lives by helping them access the wonder they've come to expect in the product. Every time you save a customer's day, you will be astonished at what it does for yours.

**What we offer:**

We provide a 1-year training program, so you can move from Tier 1 support and increase your knowledge and experience to get to Tier 2, with each change you will see an increase in your hourly wage and incentives. We bring everyone in as an advisor and look to invest in your future with us, we are recruiting around one Team Leader a month as well as roles in Training and Quality.

**Key Qualifications:**

- Minimum one (1) year customer service experience or proven technical ability
- Passion for customer service and ownership of the customer experience
- Able to effectively tailor communication and style to differing audiences
- Able to self-manage and work independently in a fast-paced, constantly changing environment
- Thrives on a team where expertise is shared, and feedback is welcomed
- Effective time management including ability to multi-task, organize and prioritize
- Able to research and grasp technical information across multiple tools while talking with customers
- Aptitude for acquiring skills in technical troubleshooting and an eagerness to learn.

**Additional Requirements:**

- Available to attend 6 weeks of training on a schedule that may include weekends
- Flexible to work between the hours of 9am-9pm 7 days a week, 364 days of the year
- Successful completion of a pre-employment assessment and background check
- Successful completion of initial training
- Ability to meet minimum typing speed of 25 WPM while talking with customers
- Excellent verbal and written communication skills.

**Our Campus:**

- Free gym access
- Free refreshments and fruit daily
- Natural Light
- Community Garden
- Walking paths
- A Slide!

For complete job description, or to apply online, visit [www.concentrix.com](http://www.concentrix.com) or email directly [burnsiderecruiting@concentrix.com](mailto:burnsiderecruiting@concentrix.com)

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