



Always**Innovating**

JOB OFFER

ALWAYS INNOVATING CUSTOMER SERVICE REPRESENTATIVE

SHORT DESCRIPTION

As a Customer Service Representative, you will be responsible for ensuring that the company's customers receive an adequate level of service or help with their questions and concerns.

You will professionally and courteously handle inbound customer service emails in compliance with Always Innovating's policies. Advanced technical tasks and device debugging are also possible, depending on motivation, availability and skills.

DUTIES AND RESPONSIBILITIES

- Professionally process inbound sales and/or customer service emails
- Respond to customer questions, diagnosing customer issues and resolve them
- Record and verify accurate information on all emails
- Positively and respectfully communicate with customers
- Maintain high level of punctuality
- Maintain company and Customer confidentiality
- Multi-task by adjusting from one type of email to another without loss of efficiency, composure, or knowledge
- Additional responsibilities depending on personal motivation, availability and skills: debugging, coding, company processes improvements

QUALIFICATIONS

- Flexible work schedule
- Clear, professional, and positive verbal communication
- Independent and self motivated
- Computer great enthusiast, linux knowledge and skills highly appreciated
- Must be willing to learn and improve in all skill areas
- Excellent interpersonal written communication skills
- Ability to effectively manage time
- Good analytical skills

WORKING CONDITIONS

- Must have DSL or cable high speed internet; dial up internet is not acceptable
- Work duty: around 1 hour a day
- Salary: \$20/hour
- Application: please send resume and cover letter to alexandre@alwaysinnovating.com