POSITION TITLE: Retention Specialist

Employment Type (FT, PT, Contract): Contract with potential for Fulltime
Rate of Pay: $14.25
Job Location: King St W and Bay St N
Hours of Work: 7am to 11pm, 7 days per week (rotating shifts)
Start Date: Monday, January 20th
Application Deadline: Friday, January 31st

COMPANY NAME: Altis Human Resources
Street Address: 4 Robert Speck Parkway
Phone: 905-279-9229 ext 3243
Fax:
Email: Stephanie.Luchin@altishr.com
Website: www.altishr.com

General Description of Duties:
Our client in Hamilton is looking for Retention Specialists to start on MONDAY with a Fortune 500 telecommunications team! This is a FANTASTIC temp to perm opportunity for a candidate looking to build their career. You MUST be available to work rotating shifts from 7am-11pm, 7 days per week.

The ideal candidate enjoys a challenge providing exceptional customer service and problem solving, someone who thrives in a problem-solving environment, loves working with computers, and loves talking on the phone.

Skills and Experience Required:
Roles and Responsibilities:

• Addressing the customers concerns/needs in a professional manner
• Express understanding, patience, empathy working through the problem with the customer
• Working in a timely fashion to meet all established deadlines
• Maintaining a high level of competitive and product knowledge
• Provide quality service that will exceed expectations
• Maintaining a high level of confidentiality
• Accurately document customer interactions within the appropriate systems
• Apply techniques offered in training and ongoing coaching for continuous improvement towards sales and performance targets.
Qualifications and Experience:

- Experience in sales or a call center environment (nice to have, but not required)
- Excellent listening, verbal, and written communication skills
- Flexibility to work varying shifts from 7am-11pm, 7 days per week
- Solid computer skills and an aptitude for learning new software

How to Apply:
Please email a copy of your Updated Resume to Stephanie at Stephanie.Luchin@altishr.com.

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