



## **CUSTOMER EXPERIENCE REPRESENTATIVE – TERMINIX CANADA**

### **3 POSITIONS AVAILABLE IN BURNABY**

#### **About Terminix Canada**

Are you looking for an exciting new career within the pest control industry? Then look no further. Since its founding in 1927, Terminix has been a global leader in pest control. We're now one of the largest pest control providers in all of Canada. Our government-licensed technicians use tried-and-tested techniques to assist more than two million customers worldwide.

Terminix Canada values the hard work and dedication that each of our employees put in every day to help protect homes and businesses across the country. That's why we offer competitive pay, great perks and career advancement opportunities for those who are up for the challenge.

#### **Benefits:**

- ✓ Competitive salary
- ✓ Health, dental and vision benefits
- ✓ Long-term disability coverage
- ✓ Employee Assistance Programs
- ✓ Life insurance
- ✓ On-the-job learning
- ✓ Cell phone
- ✓ Paid training
- ✓ Reimbursement for pest control licences
- ✓ Accidental death & dismemberment coverage

#### **Position Overview**

Acting as a point of contact, the Customer Experience Representative provides information on products and services, answers questions, and solves problems. They seek to attract new customers by answering their questions about products and services. He or she establishes and processes orders from new customers and they process orders placed on existing accounts. They schedule technicians and assign them customers based on their requests and needs, as well as service specifications. To succeed in this role, the candidate must be an excellent communicator, both orally and in writing, in addition to delivering quality customer service.

#### **Responsibilities**

The obligations and responsibilities of the Customer Experience Representative are, but are not limited to, the following:

- Maintain good relationships with clients by responding to their questions and concerns promptly and professionally.
- Communicate with clients by phone and email.
- Process customer complaints and maintain records in the database.
- Enter data and research, as required, to find a solution to client problems.
- Actively seek opportunities to sell Terminix products and services.
- Track the routes and position of units in the field to coordinate and prioritize their schedule.
- Transmit work orders, messages and information to technicians or the manager in the field, and relay the information that comes from them.
- Maintain and improve results by adhering to the philosophy of service excellence and ensuring compliance with the company's internal practices.
- Provide an exceptional experience for all customers.
- Be available to work in the evening, at night or on weekends according to the needs of the customers. Shifts are generally fixed and will be communicated at the interview.
- Perform any other tasks, if applicable.

### **Job Requirements**

- Possess a good ability to persuade and a ton of personality!
- Be driven by sales and know how to identify sales opportunities in a customer service context.
- Be energetic, positive and motivated.
- Be empathetic in nature and know how to maintain very good relationships.
- Excellent oral and written communication skills.
- Act professionally and master the etiquette of telephone communication.
- Be able to do your job in a results-oriented and fast-paced environment.
- Know how to build relationships and communicate with all kinds of people.
- Be well organized, dynamic and reliable.
- Be self-reliant in an environment where there is a lot of work.
- Be able to interact with sensitivity, tact, diplomacy and professionalism at all times.
- Have at least one year of experience in a position that requires answering calls and emails, such as in a call centre.
- Master Microsoft's Office suite, including Outlook, and other relevant software.
- Being bilingual (French-English) is an asset.
- Have a high school diploma, but preferably a college diploma.
- Undergo a background check.
- Be able to wear headphones, enter data and sit for long periods of time.

Terminix provides accommodations for employees with disabilities or medical needs. If you would like to benefit from such measures, please contact your manager, who will ensure that they are put in place as soon as possible.

### **Disclaimer**

The above description is intended to provide general information on the nature and level of work performed by the persons occupying the position. It is not intended to exhaustively list each of the responsibilities, obligations and abilities associated with this position. All employees may be called upon to perform tasks that they do not normally do.