



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

### **3 POSITIONS AVAILABLE IN ONTARIO**

#### **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**

A Customer Experience Representative will act as a liaison, providing product/service information, answering questions, and resolving issues. This position interacts with customers to attract potential business by answering product and service questions, and suggesting alternative solutions. To be successful in this role, the incumbent must be an excellent communicator, possess strong verbal and written communication skills, and have a customer-focused attitude.

The work schedule is 8 am to 5 pm, Monday to Friday, with the possibility of working overtime on evenings and weekends. You must provide your own high-speed internet and workspace at home while this position is remote. This position will likely move to in-office once restrictions from the pandemic have lifted sufficiently.

## **Job Responsibilities**

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

- Maintaining strong customer relationships by handling questions and concerns with speed and professionalism
- Receiving and placing customer service telephone calls, completing web forms, and responding to emails
- Entering and processing orders for new and existing customers
- Investigating issues and resolving customer complaints
- Updating and managing customer databases
- Actively promoting Terminix products and services
- Monitoring the route and status of field technicians to coordinate and prioritize their schedule
- Relaying work orders, messages, and information to and from technicians and field management
- Constantly improving results by adhering to a philosophy of service excellence, and following business processes
- Providing an outstanding customer experience to all customers
- Available to work as required based on customer needs
- Performing other duties as required

## **Job Requirements**

- Persuasive communication skills and lots of personality!
- Sales oriented, and has the ability to identify sales opportunities within a service environment
- Energetic, positive and self motivated
- Naturally empathetic, with the ability to build a strong rapport
- Excellent communication skills - both verbal and written
- Professional demeanour and stellar phone etiquette
- Able to perform successfully in a high paced, results-oriented environment
- Ability to build relationships and communicate with a broad range of people
- Well organized, energetic and reliable
- Ability to work independently in a busy environment
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- At least one year's experience in a call centre role answering phone calls and emails
- Proficient with Microsoft Office, Outlook, and other applicable computer programs
- Bilingual English/French an asset
- High school diploma – College preferred
- Will have to undergo a criminal background check
- Will be required to wear a headset, input data, and sit for long periods of time

Terminix is an equal opportunity employer. If you require any accommodations at any point during the interview process, please get in touch with our HR Department at [safia.malick@terminix.com](mailto:safia.malick@terminix.com)

## **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by associates assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.