

Customer Service Representative

Job Title: Customer Service Representative
Salary Range: \$44,557.80 - \$51,453.65
Position Type: Full-time
Reports to: Call Centre Supervisor
Location: Eastern Ontario, remote office

About Us:

EnviroCentre is an Ottawa-based environmental not-for-profit that supports residents, enterprises, and communities to find practical ways to reduce their environmental impact. Our four key impact areas are Green Homes, Green Transportation, Green Enterprises and Green Future. We have been working for twenty-five years to promote practical climate action and awareness in our local communities and Eastern Ontario, and we are one of the leading local agencies in environmental action.

In Ottawa, 42% of emissions come from transportation, and 46% from buildings, a similar profile to that of cities across Canada. EnviroCentre's work prioritizes reducing emissions in those areas, with an eye to supporting an integrated vision of a sustainable, resilient future Ottawa and Canada.

At EnviroCentre, we have a dynamic, growing, and engaged team of over 50 staff. We are a fully remote office and will provide the technology and tools to work effectively and collaboratively right from home. We offer competitive employment packages that include health benefits, a Communauto membership, and opportunities for training and professional development. We approach our work with a collaborative mindset and our growing team values everyone's contributions and ideas. We provide excellent working conditions with flexible hours.

Are you an administrator and customer service professional looking to use your skills to support climate action at the local level?

EnviroCentre is looking for someone to join our Customer Service Representative Team and call centre. As the first point of contact for our programs, call centre staff provide important information about our programs, direct people to the right programs, and complete program registration processes.

It is more than answering phones - you will be providing information about a range of sustainability programs and helping local residents to navigate the services required to reduce their environmental impact.

The Customer Service Representative will report to the Call Centre Supervisor and will be responsible for managing customer interaction, handling client documentation, overseeing tracking and reporting, maintaining program knowledge, conducting client

follow-up, ensuring customer satisfaction, participating in outreach activities, and pursuing ongoing learning opportunities.

If you are a motivated, self-directed, adaptable individual, with problem solving skills and a passion for providing customer service excellence that leads to helping people reduce their impact on the environment, this job could be for you.

Job Duties

- Responding to incoming calls, following call protocols, and response times.
- Responding to web based (email/website) enquiries, following response protocols and timelines.
- Actively listening to customers and directing them to the appropriate program and information resources.
- Completing client eligibility screening and in-take process documentation, following all confidentiality and record keeping protocols.
- Tracking calls and customer journey in the call centre platform and the Customer Relations Management system.
- Maintaining comprehensive knowledge about EnviroCentre program details, eligibility, and application processes.
- Following up with clients regarding home energy audits/visits and pre/post audit preparation.
- Conducting post service, customer satisfaction surveys.
- Communicating effectively with Call Centre Supervisor and team.
- Participating in outreach activities for projects/programs when needed.

Education and experience requirements

- Minimum of 1 year professional and/or volunteer experience in a related field.
- Call centre experience a strong asset.
- Proven customer service experience is a strong asset.
- English essential, and bilingualism/multi-language a strong asset.
- Experience with Microsoft Office Suite essential.
- Familiarity with Hot2000 software and energy assessment processes is an asset.
- Strong verbal, written, and interpersonal communication skills.
- Ability to focus on client service excellence.
- Adaptability, active listening, and problem-solving skills.
- Desire for ongoing learning and training.
- Excellent time management skills.
- A general understanding of sustainability and environmental issues.
- Ability to work independently and as part of a team.
- Proven initiative and self-motivation.
- Excellent attention to detail and ability to multi-task.

Working Conditions

- EnviroCentre is a virtual workplace and will provide all necessary technology and IT support to employees working from home.
- Frequent computer use.
- Extensive phone use (headset provided).
- Occasional evening or weekend work.

In addition to competitive pay, we offer:

- 35-hour work week and the ability to work flexible hours.
- A virtual workplace that supports work-life flexibility, combined with in-person events, occasional in-person group meetings and the opportunity to use a co-working space in downtown Ottawa or another convenient location.
- Starting 3 weeks paid vacation per year, plus paid office closure between Christmas and New Year and summer half-day Fridays.
- Health, dental and wellness coverage for you and your dependents
- Paid sick days, and additional time off for personal and care responsibilities.
- Caring, compassionate and supportive work environment that recognizes that work is one of the many responsibilities we have to prioritize in our lives.

EnviroCentre is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, gender, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, provincial, or municipal laws. EnviroCentre is committed to a workplace where everyone can participate safely, freely and confidently. We encourage applications from individuals who identify as BIPOC (Black, Indigenous, Peoples of Colour) and/or members of equity-seeking groups.

EnviroCentre recognizes a diversity of backgrounds and experience. If you do not have the formal experience described but can meet the requirements of the role and are willing to learn, we encourage you to apply and make your case in your cover letter. We are interested in a diverse team and willing to train the right person.

EnviroCentre is committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity, please advise us in a timely fashion of any accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

How to Apply

Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and qualifications.

Application Deadline: September 12, 2024

Anticipated start date: October 2024

Important:

Please send your CV and Cover Letter in one document to info@envirocentre.ca

Please ensure your CV file (PDF) includes your first and last name and the reference number (Reference# EC202425)

Example: Firstname_Lastname_ EC202425.

Please also put the Reference# EC202425 in the subject line of your email.

We thank all applicants for their interest, however only candidates selected for an interview will be contacted.