



JOB TITLE: Customer Service Representative

ABOUT NORTH ATLANTIC

North Atlantic is a diverse and growing, province-wide leader in retail gas and convenience, residential, commercial, and wholesale fuels. For over 30 years, we've built our reputation on quality products, extraordinary service, and support for local communities. With our *people first* approach, North Atlantic looks for dynamic individuals who take initiative and who are committed to fostering a strong team environment. We want people who are known for their positive attitude, genuine communications, and personal drive.

As we advance our business for the future, North Atlantic is driven to developing efficient and green energy solutions aligned to the needs of the world in which we live. Committed to sustainable and responsible business practices, we're driving industry forward, supporting new skills and new jobs for this ever-evolving landscape.

For more information about the North Atlantic, please visit www.northatlantic.ca

Customer Service Representative (temporary until April 30, 2023)

North Atlantic is looking for adaptable, highly motivated professionals to join our growing organization as Customer Service Representatives (CSR's). Reporting to the Customer Service Supervisor, the CSR provides customer service as part of a Contact Centre, located at 29 Pippy Place. This role is designed to respond to customer inquiries, take payments, generate work orders, and book fuel and service request orders. The CSR escalates customer inquiries and requests as required to the CSR Supervisor.

Duties and Responsibilities:

- Answer incoming customer calls in a prompt and friendly manner
- Research and pull files for customer inquiries
- Respond to customer requests for account adjustments, billing/budget inquiries, and resolves customer complaints and escalate, if needed
- Book fuel orders and service calls by generating work orders following company process
- Flag emergency requests where customers are out of oil, propane, or smell fuels, etc., email emergency requests to dispatcher
- Assist customer in completing account application by filling out as much information as possible on form, and mailing, fax, or email to customer for additional information and signature
- Calculate budget plan based on last year's customer usage for equalization payment plan
- Process customer payments by credit card over the phone
- Investigate returned mail to locate proper address for customers and update information
- Contact customers for declined payments to confirm accurate payment information and to collect payment



Qualifications:

- Two (2) to five (5) years of relevant work experience
 - Must be reliable with a good attitude and employment record
 - Business diploma, equivalent experience and education maybe considered
 - Exceptional customer service
 - Conflict resolution
 - Positive attitude
 - Ability to work independently and as part of a team in a fast-paced deadline driven environment
 - Must have the ability to deal effectively with customers in a courteous and effective manner
 - Must have demonstrated coping skills to effectively deal with stressful situations
 - Must have a high level of accuracy and well-developed keyboard skills
 - Must have the ability to work efficiently under pressure in a busy team environment
 - Strong computer skills with proficiency in Microsoft Office
 - Excellent verbal communication and listening skills
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North Atlantic is committed to Employment Equity. Accommodations during the recruitment process are available upon request for candidates with disabilities.

We offer a competitive compensation and benefits package which include Health and Dental, Wellness Program • Short-Term and Long-Term Disability • Life Insurance • Company Pension Plan with employer contribution • Employee and Family Assistance Program • Free on-site parking • Employee engagement activities

(*benefits vary based on employment status)

If you are a highly motivated team player, have the qualifications, and are prepared to meet the challenges as outlined, apply by submitting your resume and cover letter to careers@northatlantic.ca.

Candidates are encouraged to apply by **4:30pm, Monday December 19, 2022.**