



● ● ● reach | relationships | results

Career Opportunity

Customer Service Representatives Level III Part Time

Reporting to the Operations Manager, the Customer Service Representative – Level III will be responsible for responding to customer enquiries in an unscripted, dedicated environment, maintaining client confidence and protecting operations; contributing to team effort.

Qualifications

Applicants must possess minimum Grade 12 education and one year call centre experience preferred, accompanied by one year advanced customer service experience, or equivalent skills and experience. All successful candidates must have advanced communication skills including ability to compose concise, accurate documentation, strong verbal and listening skills, excellent customer rapport building skills, sound decision-making capability; minimum typing speed of 50 wpm and intermediate knowledge of Windows computer systems.

Important

All selected applicants will be assessed through behavioral interview with Human Resources and Telecom Managers, as well as skills testing.

If you are interested please forward a resume to Human Resources.

FineLine - Human Resources
290 Garry Street, Winnipeg, Manitoba R3C 1H3
Facsimile: (204) 943-6462
Phone: (204) 942-4242 Ext 229
Email: careers@finelinesolutions.com

We thank all applicants for their interest; however only those considered for an interview will be contacted.

About FineLine

FineLine is an industry leader in the contact centre sector providing strategic inbound customer/donor care to business and non-profit organizations throughout North America.

FineLine is honored to have received the prestigious Call Center Award of Distinction from the U.S. based Association of TeleServices International (ATSI) and the Canadian-based Call Management Association (CAM-X). In addition, CEO Polly Craik was named Manitoba Business Magazine's Entrepreneur of the Year in 2005 making her the first woman recipient in the award's history.

To learn more about FineLine please visit www.finelinesolutions.com. While at the website download free white papers from the [articles](#) page and visit the [Customer Service Blog](#) hosted by FineLine's President and CEO Polly Craik and share your customer service experiences with others.