

Customer Service Representative

Responsibilities

Your position with our firm is as a Customer Service Representative. You will be based at our 1200 Sheppard Avenue East office.

Your responsibilities are summarized as follows:

Customer Service Representative Job Description:

Your prime responsibility will be attending to new callers as the customer service representative. Some evening work required and alternate Saturday's. Times to be determined based on scheduling of Customer Service Desk Supervisor. Responsibilities will include the following:

- ❖ Efficiently filter help calls (those who can use our services and those who cannot).
- ❖ Transfer non-help calls to the appropriate extension or, outside normal business hours, to the voice mail.
- ❖ Appropriately document every call (containing adequate but comprehensive information about the financial situation; market research information; contact information; disposition of call). Excellent English verbal, and writing and grammatical skills are essential.
- ❖ Provide appropriate information about our services and answer the caller's questions as appropriate. This will include providing the caller with proper and professional advice in respect of the person's options (both under the *Bankruptcy and Insolvency Act* and informally).
- ❖ Establish a level of trust and confidence in the firm for the qualified caller to want to set an initial meeting with a Manager, Debt Solutions.
- ❖ Refer complex situations to your Manager, Manager, Debt Solutions or Trustee.
- ❖ Make every effort to never send a person away empty-handed (at the minimum provide the caller with a suggestion of what to do next).
- ❖ Determine the appropriate Manager, Debt Solutions to book the caller's initial meeting with (in accordance with the firm's criteria).
- ❖ Record the meeting in Outlook as per the firm's procedures and communicate to the Manager, Debt Solutions.
- ❖ Instruct debtor as to what they need to bring to the meeting and provide directions (location, parking, etc).
- ❖ Perform administration tasks as assigned (this could include data entry, callbacks to confirm upcoming appointments, rescheduling calls for client counseling appointments, data entry, etc.)
- ❖ Support the other Team members by scheduling their appointments and keeping them apprised of same, etc
- ❖ Assist the dept. supervisor in certain information gathering and control tasks relating to C/M functions.
- ❖ Other duties as may be required.
- ❖ Develop and maintain knowledge of: (i) insolvency matters; (ii) relevant community referral sources and businesses providing services other than AFAP; and (iii) AFAP's services.

Languages:

- Must be able to speak clear fluent English, read and write.
- Excellent communication skills.
- Good computer skills

Reports directly to the Customer Service Desk Supervisor**Application Instructions:**

To apply directly for this position please e-mail your resume directly to the Director, Human Resources, <mailto:nmills@afarber.com> Or fax to: 416-496-9651

Please be sure to:

- Copy or type your resume into the body of the e mail message OR
- Attach your resume via a file attachment in Word, PDF, HTML or plain text