

CSR / Call Taker Toronto

Rate of Pay \$16.00 per hour

Location: 93 Toro Road, Toronto, M3J 2A4

Hours: 40 hours per week

Who are we?

Founded 30 years ago, Abrams Towing is one of Ontario's largest towing and roadside assistance companies. We are looking to add a Call taker to our team!

Requirements:

- Needs to work every second weekend
- Strong problem solving skills and ability to deal with customers tactfully and effectively in a fast/high pressure paced environment
- Excellent active listening and communication skills
- Previous Customer Service experience
- Some automotive experience would be considered an asset
- Computer Skills
- Good knowledge of GTA

Job Duties:

- Communicate clearly and effectively to quickly identify the implications the client is experiencing in order to meet their needs
- Follow communication script(s) when handling different topics
- Respond to customer service calls in courteous and professional manner
- Place client's orders with accuracy
- Identify client's needs, clarify information, research every issue and provide solutions and/or alternatives
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of conversations in our call centre database in a comprehensible way
- Maintains call center database by entering information

Abrams Towing is committed to maintaining and promoting a diverse workforce that represents the communities in which we operate in. We encourage and are pleased to consider all candidates without regard to race, colour, citizenship, religion, sex, marital status, sexual orientation, gender identity, aboriginal status, age or persons who require an accommodation to apply.

Abrams Towing is an equal opportunity employer and welcomes all qualified applicants to apply; all reasonable accommodations will be made for those with disabilities.