
Customer Service Manager

SHRP Limited

Peterborough, Ontario

File Reference CSM-2023

We are a professional services firm with a growing client base of small-to-medium sized businesses across Ontario. A professional demeanor and presentation are required to deal with business clientele. While a background in Human Resources and/or online database systems is ideal, this is not required as training will be provided to successful candidates. Candidates must be able to work at 35-40 hours weekly, though part-time applicants will also be considered. Please note that there is presently no public transit to this location, so reliable transportation and a valid drivers' license will be required. Please describe your level of experience with MS Excel and Word in your application.

Key Accountabilities - Customer Service

- Respond to client inquiries via phone and email.
- Provide troubleshooting support to clients seeking assistance with their online access to database system (training will be provided in the use of this system).
- Very accurate and timely data entry into database systems is required.
- Strong attention to detail and careful organization is required.
- Previous experience with ERP / CRM / web-based customer management, sales or database systems an asset but not required (we provide extensive training).
- Prepare documentation for clients based on our in-house templates (strong proficiency with MS Word required).
- Prepare other documentation using MS Office Suite (a strong background in MS Word and Excel is required, with working knowledge of Powerpoint).
- Maintain and update client files.
- General office administrative duties such as scanning, photocopying, filing, maintaining records, taking notes, etc.
- Other duties as required.

KEY SKILLS, EDUCATION AND EXPERIENCE

- Completion of a high school. Ideally a diploma in business administration, human resources, customer service, hospitality, communications, marketing or a related field is an asset.

POSITION PROFILE

- High-level MS Office skill is essential to this role. Candidates with strong MS Word and Excel skills highly desirable.
- Knowledge of MS PowerPoint to assist management in creating professional/polished looking presentations.
- Comfort level with web-based technology and an interest in developing career experience in this field.
- Strong attention to detail to format documents, ensuring a consistent, professional look.
- Experience in a customer service / call centre environment would be an asset (although this is NOT a call centre environment!)
- Strong keyboarding, data-entry and note-taking ability.
- Project coordination experience with an appreciation for meeting deadlines is essential
- High comfort level dealing with business guests and visitors in a courteous and professional manner.
- Strong verbal communication skills as well as the ability to clearly express information in written form.

INTERPERSONAL SKILLS:

- Professional demeanour and presentation required to deal with business clientele.
- Must be self-motivated and a self-starter who can prioritize and coordinate multiple tasks.
- Ability to interact professionally and courteously with the public using a variety of platforms (phone, email, LinkedIn, and in person).
- Ability to make decisions and work independently.
- High level of emotional intelligence and self-awareness to effectively interact with peers and a diverse range of clients in different circumstances.
- Ability to deal with confidential information using discretion and tact.

This is a smoke-free and scent-free environment.

For further consideration, highly qualified Candidates are invited to submit their resume information in confidence, quoting the above file number (CSM-2023). We treat your information confidentially.



POSITION PROFILE

While we appreciate all applications, we can only contact those individuals selected for interview. We are committed to providing accommodation for persons with disabilities. Accommodation will be provided as part of our hiring process (if accommodation is required, Applicants are requested to make their needs known in advance).