

## Job description

### About CIK Telecom:

CIK Telecom was founded in 2003 in Toronto, Canada, emerging from the advanced technologies and research from Onet System Inc., a leading consulting company in Canada specializing in telecommunications. CIK employs more than 300 staff with offices located in Canada, United States, China, Vietnam, and India. We have local support centres in each of the major cities in Canada. CIK is registered as a licensed carrier with the CRTC (Canadian Radio-Television and Telecommunications Commission) since 2003.

### Current Services:

- Internet High-speed over cable and FTTN/DSL
- IP Home Phone
- IP TV
- Long Distance Services

**Hiring for -Tech support/ customer service/ sales process.**

**Tech support-** B.Tech / B.sc IT / BCA

**Customer support -** Any Graduate - Any Specialization

**Fresher can apply.**

Good Communication Skills both verbal and written.  
Enthusiastic, proactive and pleasing personality  
Basic computer knowledge is a must.

Willing to work in 24\*7 Shifts

Both side cabs

5 days working.

Salary- up to 15000/- for fresher

- Promptly respond to customer inquiries by telephone and e-mail in an inbound call center environment utilizing the phone queue system, email inbox, ticketing system, social media posts ensuring that customer questions are answered accurately and professionally.
- Resolve and follow-up on 1st level escalations relating to sales, billing, customer care etc.
- Navigating computerized systems and accurately entering data
- Creating client accounts and promoting company products, features and benefits. Evaluate account status inquiries at point of contact. Perform financial and non-financial adjustments as required.
- Minimizing client cancellations
- Meeting monthly customer service, productivity and compliance targets
- Responsible for remaining current on all company processes and procedures
- Responsible for qualifying clients under the appropriate group
- Stay informed of all new products & services and changes in technology to ensure customer responses are thorough and accurate

#### **Skills & Knowledge:**

- Strong English/Hindi, verbal and written communication skills (business, telephone and written etiquette). Conversational and personable.
- Able to work with minimal supervision
- Understanding of Telecom (voice and data) technology would be an asset
- Excellent problem assessment and problem solving skills
- Ability to handle difficult customer situations and drive positive customer experience
- Excellent time management and organizational skills. Adaptable to changing environments
- Positive Team Spirit, enthusiastic with a strong aptitude and a positive "can do" attitude
- Ability to monitor and engage social media followers would be an asset
- Excellent attention to detail and multi-tasking ability.