



## **Full Time Inside Sales Agents**

### **ABOUT ZEDD CUSTOMER SOLUTIONS:**

Zedd Customer Solutions is a large Canadian owned and operated Outsource Contact Centre Services provider. Our success can be attributed to the dedication, hard work and service excellence delivered every day by our talented team of contact centre professionals. We understand our clients' need for outstanding management of their customer relationships and are fully committed to exceeding their expectations in all aspects of our solutions.

### **POSITION SUMMARY:**

As an Inside Sales Agent you will support the relationship between our Canadian Clients and their customers by renewing contracts, upgrading customer's hardware, and offering specific products. You will join a family environment in which we all work together to create a fun and successful atmosphere.

### **ESSENTIAL FUNCTIONS:**

- Provides exceptional sales and customer service and maintains established acceptance rating on quality monitoring tests.
- Accurately inputs, retrieves and accesses information regarding a customer from a computer system.
- Resolves customer concerns immediately and effectively. Displays professionalism and courtesy at all times.
- Quickly and correctly answers product questions. Has full knowledge of features and benefits of products and services. Seeks to stay informed of program changes.

### **WE ARE PROUD OF OUR EMPLOYEES AND SUPPORT THEM BY OFFERING:**

- Guaranteed full time hours
- Comprehensive benefits
- Excellent bonuses of up to \$3 per hour and rewards that all employees can earn
- Company paid training
- Discounted monthly bus pass
- Discounts at local stores
- Work environment that supports our Employee's career path

### **TO ENJOY THE BENEFITS OF WORKING FOR ZEDD WE REQUIRE:**

- High school diploma or equivalent
- Experience working with customers in a sales environment
- Enjoys working in a team environment
- Contact centre experience is considered an asset
- Reliable with good computer skills
- Excellent communication skills
- Positive attitude and proven ability to understand customer needs
- Effective listening skills
- Satisfactory Criminal Record Check require

**Qualified Candidates should forward their information to [nbcareers@zeddsolutions.com](mailto:nbcareers@zeddsolutions.com) or call 705 495-1333 ext.3225 Attention: Duncan Cornthwaite Regional Manager Human Resources.**

We wish to thank all applicants for their interest and effort in applying for this position. Only candidates selected for interviews will be contacted. Zedd Customer Solutions is an equal opportunity employer, accommodations available upon request.