



Bilingual (French/English) OB Service & Sales

At **Aditya Birla Minacs**, located in Purdy's Wharf, we reward our employees! Here are only a few of the perks:

- **Bonuses**
- **Incentives**
- **Discounts**
- **EMPLOYER PAID Benefits (no pay deductions) for all Full-Time employees and their family members (Medical, Vision, Dental)**
- **Great team environment**
- **Excellent Training**
- **Beautiful location in downtown Halifax.**
- **On all Major bus routes and a hop, skip & a jump from the ferry**

Hours: M - F 7:30 AM - 9:00 PM & Saturday 8:00 AM - 6:00 PM

Specific Requirements:

This position is a front line Call Centre role using a computerized information system. The agent is responsible for telephone contact directly with customers on a wide variety of call types. Contact is for the purpose of consumer education, product cross-sell, and to assist in personalized use and understanding of products. This is a semi-technical role. Call handling time will vary based on customer life cycle touch points and overall customer knowledge of services and products discussed on these calls.

Responsibilities:

- In this position you will make outbound calls for sales and customer service
- Place calls tailored to each specific customer. Call types will vary based on customer's current relationship with the client. Strong needs analysis and customer assessment will take place on every call to determine the customer's needs.
- Provides assistance to customers to better understand product features, benefits and uses
- Utilizes prescribed quality call handling processes
- Required to meet specific performance standards
- Serves to improve customer product knowledge
- Answers customer questions using various campaign reference tools and customer databases
- Has ability to respond to common questions asked by customers, typically learned during initial training (prior knowledge of program / product content not required)
- Evaluates, and conducts appropriate escalation procedures
- Reads and researches relevant materials and resources to stay current in product / program knowledge
- Completes the sales order process with online tools

Essential Qualifications:

- Education / Knowledge: High School Diploma



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- Experience / Skill: Six months experience in sales and/or customer contact role in face-to-face or telephone-based environment. Experience using computerized word processing tools.

Come join the Aditya Birla Minacs family where you will be part of a fun, professional work place - where 95% of the management team started out in a position just like this!

Minacs is an Equal Opportunity Employer

We thank all applicants however; only those under consideration will be notified.