



## Recruiter

### ABOUT ZEDD CUSTOMER SOLUTIONS:

In June 2010, Zedd Customer Solutions, a proudly Canadian owned and operated outsource call centre service provider was co-founded by four of Canada's most recognized call centre industry professionals. Zedd is a boutique-type operation with a singular focus to provide outstanding telephone contact to many of Canada's largest Companies. Zedd believes delivering an excellent customer experience is about execution and uncompromised attention to details and best practices.

### POSITION SUMMARY:

The Inside Sales Agent shall make and/or receive telephone calls on behalf of our clients. The position performs according to established quality assurance standards and within guidelines set forth by the company and the client. The Telesales Representative is expected to meet and/or exceed established goals, attend and actively participate in training, re-training and up-training programs.

### ESSENTIAL FUNCTIONS:

- Places and/or receives telephone calls.
- Consistently meets established program requirements.
- 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.
- Clearly understands the practices and procedures of the department and job responsibilities.
- Offers feedback to program supervisor always based on errors or improving results.
- Operates a computer system effectively.
- Attends and actively participates in all required training programs. Shows eagerness and capacity to learn new products and programs. Provides feedback and suggestions to Supervisors for program improvement.
- Participate in computer awareness and training as provided by the company
- Report suspected security incidents to their immediate supervisor or the compliance/Security Manager, understanding that all reports shall be kept confidential
- Be familiar and comply with the establish Zedd security policies and practices, and sign a written certification (user acknowledgement) that they have been training and made aware of the security rules and regulations.
- Assumes other duties as assigned by Team Leader.

### EDUCATION:

- High School diploma or equivalent is required.

### PREREQUISITES:

- Minimum 6 months experience in a customer service environment.
- Previous sales experience in a retail or call center environment.
- Strong interpersonal and verbal communication skills. Effectively translates complex information into common terms.
- Ability to demonstrate initiative.
- Is quick to adapt to job changes.
- Works harmoniously and effectively with others.
- Demonstrates accuracy, thoroughness, and orderliness in performing work assignments.
- Conveys an impression that reflects favorably upon the company.

Qualified Candidates should forward their information to [careers@zeddsolutions.com](mailto:careers@zeddsolutions.com)  
Attention: Duncan Cornthwaite Regional Manager Human Resources. In the subject line Agent

### Information Required:

Cover letter and updated resume with qualifications clearly outlined

We wish to thank all applicants for their interest and effort in applying for this position, however; only candidates selected for interviews will be contacted.

Zedd Customer Solutions is an equal opportunity Employer