



Service Desk Associate level 2 Permanent, Full Time

The Service Desk Associate (SDA) is the first point of contact for MSC customers requiring service. The SDA is responsible for responding to, processing and taking full ownership of all requests for service, ensuring prompt problem resolution while delivering best-in-class customer service.

Responsibilities:

- Provides best-in-class customer services; this includes the restoration of a customer service or operation, completing installation orders or resolving a customer's problem.
- Responsible for managing customer escalations, as well as initiating internal escalations when the customer is not satisfied with services or when MSC's higher levels of process and management need to be engaged to ensure the work is being done to customer satisfaction.
- Identifying the type of request the customer is making, directing the matter to the appropriate MSC resource to solve the problem, while ensuring this is done to the customers' satisfaction and in a pre-defined timely manner.

Requirements:

- Any related college degree or certification
- Recognized service desk industry
- Customer Service positions (2 to 3 years) with extensive customer engagement experience. Exposure as a customer support professional: in a
 - Call centre environment
 - Retail customer service, banking, telemarketing, travel etc...
- Possess exceptional customer service skills (telephone etiquette, service commitment, problem assessment and resolution)
- Effective communication skills (French and English)
- Value teamwork and willing to put team objectives ahead of personal goals

Conditions:

- Bilingual (English and French), A high level of proficiency in spoken and written English is mandatory.
- Willingness to work Shifts (Days, evenings, weekends)