



## **Customer Service Representative – London, ON**

### **Who is Orkin?**

**ORKIN** is the largest pest control company in Canada. For nearly a century, we have been the go-to company for commercial and residential pest control, and we are known for our proactive approach each technician takes, thanks to our Award winning training systems designed to give our technicians the best opportunity to thrive in the pest control industry.

### **What makes a great ORKIN Customer Service Representative?**

ORKIN Customer Service Representative's are often responding to customer questions while supporting the branch's administrative needs. To be successful with us means you likely possess the following qualities.

- You thrive in fast paced environments
- You enjoy educating and advising customers on process and next steps
- Your ability to communicate clearly to a variety of individuals is unmatched, people just open up to you!
- You have a knack for details; nothing gets past you!
- You have worked in sales or service industries.

### **What can you expect on a typical day as a Customer Service Representative?**

ORKIN Customer Service Representatives are our brand ambassadors who complete a number of activities on a day-to-day basis. One thing is for sure, there is never a "typical" day with us, every day presents challenges our Service Technicians love to tackle. Your day may consist of

- Attend to customers' questions, requests, problem resolution, sales, etc.
- Paperwork processing; data entry; scheduling; data analysis
- Inventory control and shipping
- Direct customer complaints to proper management staff
- General office duties

### **What do you need to qualify?**

To be considered for the Customer Service Representative role, we do have some requirements

- High school diploma or GED required
- A certificate or diploma in a related field preferred
- Exceptional communication, interpersonal, conflict resolution, and customer service skills



CANADA™

- Must be computer literate with an intimate knowledge of Microsoft office (Word, Excel, and Outlook)
- Ability to work under pressure while ensuring close attention detail
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Will have to undergo a criminal background check; sign a non-compete agreement; participate in testing as part of the interview process
- Bilingualism an asset

### **ORKIN Incentives, What's in it for YOU?**

We hire the best and compensate our Customer Service Representatives for achieving performance objectives

- Base + bonus - Your earnings are based on your output
  - Health, Dental, Vision, Life Insurance and dependent life insurance.
  - Pension Plan
  - Stock Purchasing Plan
  - Dependent tuition reimbursement program
  - Opportunities for advancement
  - Award winning training
  - Referral bonuses
- And more!

### **How to apply:**

Please send your resume to Eric Janes at [Ejanes@orkincanada.com](mailto:Ejanes@orkincanada.com) and reference job code CSR18-112021

*Orkin Canada is an equal opportunity employer and is committed to employment equity. Accommodations are available on request for candidates taking part in all aspects of the selection process.*