



## **Customer Service Representative (Temporary) – Windsor, 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 Representatives 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
- 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; and sign a non-compete agreement; 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

- Competitive compensation
  - Opportunities for advancement
  - Award winning training
- And more!

### **How to apply:**

Please send your resume to Philip Stevens at [pstevens@orkincanada.com](mailto:pstevens@orkincanada.com) and reference job code CSR19-012023

*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.*