

Position: Customer Service Representative (CSR)

Job Type: Full-time

Spectrum Patient Services is Ontario's leading provider in non-urgent patient transfer services. We are a **24/7 operation** and we pride ourselves on having the right people, the right vehicles and the right services to produce a standard of success unparalleled in Ontario.

We are looking for Customer Service Representatives (CSRs) who are friendly, respectful, motivated, determined, and able to work in a fast-paced, high-stress and high call volume environment.

Job Summary:

The Customer Service Representative (CSR) provides exceptional customer service while answering the phone lines and corresponding with clients, patrons and the public. The CSR is responsible for acquiring the necessary information over the telephone or fax systems, to perform a pick-up and accurately inputting all necessary information into the online computer system. CSRs work as a team and correspond with the Dispatcher to determine the appropriate crews, pick-up times and equipment necessary for each call. The CSR acts as the initial point of contact with crew inquires, public inquires and client requests. The position requires receiving inbound calls accurately and quickly by extracting the maximum amount of essential information in a minimum amount of time.

The ideal candidate must have all the skills and requirements listed below:

- Multitasking
- Perform under pressure in a high call volume environment
- Ability to work in a high stress environment
- Conflict resolution
- Verbal and written communication skills
- Listening skills
- Customer service orientation
- Good data entry and typing skills
- Extreme attention to detail
- Provide current Police Background Check

If you meet the aforementioned qualifications, we want to hear from you!

How to apply:

Please email your Resume/CV to the attention of Human Resources.

Email: recruiting@spectrumpatientservices.com

Applicants: *We thank all applicants; however only those individuals selected for interviews will be contacted. Spectrum Patient Services is an equal opportunity employer and we will accommodate any needs under the Canadian Charter of Rights and Freedom, Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Should any applicant require accommodation through the application processes, please contact the Human Resources Department at 1-866-527-9191 for assistance.*