

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 to grow our team with people who are dedicated to linking the passion of our people and the quality of our services to the needs of our clients and patients!

We are looking for Client Service Representatives who are available to work various shifts and are friendly, respectful, motivated, determined in a fast-paced, high-stress and high call volume environment.

Job Summary:

The Client Service Representative provides exceptional customer service while answering the phone lines and corresponding with clients, patrons and the public. Client Service Representatives are 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. Client Service Representatives work as a team and correspond with the Dispatcher to determine the appropriate crews, pick-up times and equipment necessary for each call. Client Service Representatives act 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.

To apply, you MUST be able to:

- Good data entry and typing skills
- Multitask
- 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
- Extreme attention to detail
- Current Police Background Check

If you meet the aforementioned qualifications, we want to hear from you! Please send a copy of your resume to the attention of Human Resources.

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.*

Job Type: Full-time