

## CLIENT EXPERIENCE REPRESENTATIVE

As a Dalplex Client Experience Representative, you will be part of the frontline team and responsible for the welcoming, intake and directing of information for students, members, faculty, staff and colleagues.

### Responsibilities:

- Maintaining a positive, empathetic, respectful and professional attitude toward our students, faculty, staff, members and colleagues at all times.
- Ensuring an exceptional client experience and provide professional client support.
- Responding promptly to client inquiries
- Communicating with our clients through various channels
- Acknowledging, communicating with supervisors and resolving complaints
- Thoroughly knowing our products and services to advise members accurately
- Actively promoting and processing memberships, forms, and client requests
- Keeping record of client interactions, transactions, comments and complaints via Fusion and notifying the CEC Supervisors via email.
- Communicating and coordinating with colleagues as necessary
- Providing feedback on the efficiency of the client experience processes
- Other duties as required by the CEC Supervisors/Manager

### Qualification/Experience Requirements:

- Previous customer service, hospitality or call center experience
- Ability to work in a fluid, fast paced work environment with strong multi-tasking, organizational and detail-oriented skills.
- Enjoys working with people and has outgoing, friendly, patient and positive attitude.
- Self-motivated with good judgement and decision making abilities.
- Ability to stay calm when dealing with difficult clients
- Comfortable with using computers
- Money handling and point of sale experience
- Experience with Fusion Software, guest management software or other business enterprise software systems is a strong asset
- A team player willing to help colleagues

**Hours:** 20-30/week

**Rate of pay:** \$13.35/hour

**Application deadline:** March 31, 2022

Please submit resume and cover letter to [dalplexinfo@dal.ca](mailto:dalplexinfo@dal.ca) or drop off to the Client Experience Center of Dalplex.