



JOB DESCRIPTION [Customer Service Representative]

Salary:

REGULAR: 650 CAD/week + bonuses

TRIAL PERIOD: 30 days

Interview: Not required for part-time positions.

Job Type: Part-Time.

Alternatively, you can easily combine it with any other job you have.

GENERAL PURPOSE

Our news agency is expanding the news column. A new column will be created to estimate the quality of service provided by various institutions around the world. We receive many complaints about different institutions. We need a person, who will record complaints, visit the institutions of your area to fix complaints, record violations of consumer rights, take photos and description.

WHAT DOES A QUALITY CONTROL AGENT DO?

- Visiting different public institutions
- Evaluating the quality of service
- Making reports

SCHEME OF WORK

1. Our office receives complaints from different public institutions (McDonalds, KFC, Apple, hospitals, transport, banks, shops, etc.)
2. Our manager analyzes complaints and sends them to the Quality Control Agent with detailed instructions
3. Quality Control Agent has to go to this institution as a customer, check the quality of service and confirm or disprove the complaint.
4. If the complaint is confirmed, Customer Service Representative makes the report, takes several photos (if it is possible) and sends it to our news editor.