

## **CALL CENTRE AGENT - CUSTOMER SERVICE**

Mississauga (ON)

### **Employer:**

Ontario Energy Group

## **JOB REQUIREMENTS**

### **Languages**

English

### **Education**

Completion of high school; Not applicable; Not required

### **Credentials (certificates, licences, memberships, courses, etc.)**

Not applicable; Not required

### **Experience**

3 years to less than 5 years

### **Work Setting**

Business services

### **Business Equipment and Computer Applications**

General office equipment; Electronic mail; Word processing software; Spreadsheet software; Database software; Internet browser

### **Specific Skills**

Answer inquiries and provide information to customers; Arrange for billing for services; Issue receipts and other forms; Receive and log complaints; Receive application forms; Access and process information; Maintain records and statistics; Perform general office duties

### **Work Conditions and Physical Capabilities**

Fast-paced environment; Attention to detail

### **Transportation/Travel Information**

Public transportation is available

**Essential Skills**

Reading text; Document use; Numeracy; Writing; Communication; Working with others;  
Problem solving; Decision making; Critical thinking; Job task planning and organizing;  
Significant use of memory; Finding information; Computer use; Continuous learning