



Full-Time Retention Specialist – Work from Home Opportunity

Overview

At S&P Data, we are the customer service sidekicks to our partners, and we provide support for some of the industry leaders in telecommunications, finance, technology and security. For more information on S&P Data, visit our website at <https://www.spdatallc.com/about>.

We are hiring full-time customer retention specialists to connect with our customers. Our retention specialists handle incoming calls that vary from account questions to basic troubleshooting, identify solutions and provide a resolution.

Qualifications

Our ideal candidate has;

- At least 1-year of customer service experience
- At least 1-year of call centre experience
- Highschool diploma or equivalent
- Technical aptitude to be able to navigate multiple platforms simultaneously
- Experience using Microsoft Tools such as Teams, and Office 365
- The ability to work from home in a quiet space, free from distraction
- Laptop/desktop with a hardwired connection to a modem (min 4GB memory, Windows 10 operating system, antivirus software, antispyware software, second monitor and 10up/3down internet speed)
- USB Headset with microphone or willingness to purchase
- The ability to work in 8-hour shifts within the hours of 7am to 11pm EST, Monday to Sundays, including mandatory weekend shifts
- Ability and Willingness to be seated for extended periods of time
- Ability to de-escalate challenging customer situations
- Ability to work under pressure and manage conflicting demands
- Ability to communicate proficiently in English

What S&P Data Offers

- Access and discounts to some amazing client brands
- Paid training and the opportunity to advance
- Health, Dental and Medical Benefits
- The ability to make on up to \$6,000 of annual bonus on top of base compensation

Inclusion and Equal Opportunity Employment

S&P Data is an equal opportunity employer. We are committed to providing accommodations for applicants upon request at any stage of the recruitment process in accordance with all legislative requirements throughout Canada. Please let us know if you require accommodation due to a disability and we will work with you to address your needs.