



JOB TITLE: Advertising Services Advisor – Full Time

BUSINESS UNIT: Metroland West, Classified - Hamilton Spectator, 44 Frid Street, Hamilton, Ontario L8P 4M3

The Hamilton Spectator currently has an opening for a Full-time Advertising Services Advisor.

KEY ACCOUNTABILITIES

- First point of contact in a customer service role, answering general phone and e-mail inquiries and providing solutions in a timely and professional manner.
- Responsible for both inbound and outbound calling for internal clients and partners
- Provide excellent customer service in addition to maintaining positive relationships with customers.
- Accurately update and verify customer information in an internal database.
- Special projects and other duties as assigned.
- As part of this role, you will be required to handle credit card information. Metroland Media is PCI compliant company, and requires people in this role to take PCI training to handle cards in a safe and compliant manner.

WHAT WE'RE LOOKING FOR

- Minimum 1+ years in Customer Service environment.
- Proficient with Microsoft Word, Excel, PowerPoint and Outlook.
- Strong written and verbal communication and competent listener.
- Superior customer skills including having the ability to placate challenging and demanding clients.
- Strong administration skills with accurately updating and maintaining information.
- Capable of taking initiative and can work independently with minimal direction.
- Ability to excel in a fast-paced, deadline driven and demanding environment with strong attention to detail.
- Effective organizational skills, ability to manage time and prioritize tasks appropriately.
- Successfully handle confidential information and use appropriate discretion.

Metroland is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, Metroland will endeavour to provide accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the hiring manager upon scheduling your interview.

If this sounds like a fit for you, please apply by **March 16, 2018**
Internal Candidates apply to our internal posting portal on *MyMetNet* under *My Career*

Thank you for your interest. Only those candidates selected for an interview will be contacted.