



JOB TITLE: Customer Service Representative – Full Time

BUSINESS UNIT: Central, Circulation - Scarborough Mirror, 175 Gordon Baker Road North York, Ontario M2H 2N7

Metroland Media is a dynamic media company delivering vital business and community information to millions of readers across Ontario each week. Metroland Media Toronto is comprised of six different newspapers, various specialty products and the website toronto.com that all serve the diverse neighbourhoods that make up the City of Toronto. Our strength is our connection to our communities. As one of the largest community newspaper publishers in North America, we have one of the country's strongest editorial forces and most advanced distribution network. We publish thousands of articles, events, sports news and local sales and specials across our footprint every week.

Our unmatched market reach enables us to assist tens of thousands of businesses every year connect to local consumers in their communities.

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.
- Provide excellent customer service in addition to maintaining positive relationships with customers.
- Accurately update and verify customer information and managing our client data base through our CRM.
- Special projects and other duties as assigned.
- As part of this role, you may 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

- Post Secondary Education in any or related field.
- Minimum 2+ 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 **April 17, 2018**

Internal Candidates apply to our internal posting portal on *MyMetNet* under *My Career*

External Candidates please apply to our external posting portal: <https://careers-en-metroland.icims.com>

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