

United Way Mission Statement: "To meet urgent human needs and improve social conditions by mobilizing the community's volunteer and financial resources in a common cause of caring."

Established in 1956, United Way Toronto is a registered charity and community impact organization dedicated to improving lives and strengthening neighbourhoods across Toronto. United Way identifies needs and takes action to create a better, safer, stronger city through research, partnerships and support of a network of 200 health and social service agencies.

United Way of Toronto is seeking two full time and one part time contract call centre representatives for five months from Aug-2010 to Dec-2010 for our downtown office. The position involves initial training along with on-the-job training to support the different types of calls a Call Centre Representative is expected to handle.

POSITION: @Work Help Desk Staff

DEPARTMENT: Information Technology

SALARY RANGE: \$14 to \$16 per hour

WORKING HOURS:

Full Time: Monday to Friday, 35 hrs a week.

Two shifts:

- 8:00 a.m. to 4:00 p.m. or
- 12:00 p.m. to 8:00 p.m.

Part Time: 10:00 a.m. to 2:00 p.m.

MAJOR RESPONSIBILITIES:

- Responsible for efficiently handling customer calls
- Provide Level-1 support to customers
- Enter and manage calls in a ticketing system
- Escalate calls to Business & IT support teams for Level-2 support.
- Follow-up and ensure tickets are closed on time.
- Generate Reports from Ticketing System

QUALIFICATIONS:

- 2+ years of experience in Technical Customer Service experience
- Effective communication (verbal) and listening skills is essential
- Possess good listening and verbal communication skills and demonstrate a sincere approach to helping others
- Working knowledge with computer applications like Microsoft Excel and Web Browsers
- Data Entry speed of 35 words per minute
- Call centre experience is an asset
- Bilingual with French is an asset

Interested candidates please submit resumes no later than **May 21, 2010** to:

Senior Manager, Human Resources
United Way Toronto
26 Wellington St E, 2nd Floor



Toronto, ON M5E 1W9

Fax : 416 777 0962

E-mail: [ZZ0008IS @uwgt.org](mailto:ZZ0008IS@uwgt.org)

When responding we ask that you:

1. Ensure that only the text shown below is in your subject line when responding by e-mail

ZZ0008IS – @Work Help Desk Staff

2. Indicate where you saw the job posting

We thank all applicants for their interest. Please note that due to the volume of resumes, only candidates selected for an interview will be contacted.

United Way Toronto is an equal opportunity employer