



**Job Title:** Customer Service Specialist  
**Department:** Customer Service  
**Reports To:** Customer Service Manager

**Location:** Markham, ON, CANADA

**Dimension & Scope:** Interface with customers via inbound or outbound calls, emails or portals for the purpose of resolving inquiries or issues with products or services.

### **Principal Duties and Responsibilities:**

- Response to and follow up on service tickets/cases in a timely manner
- Contribute ideas on ways to resolve problems to better serve the customer and/or improve productivity.
- Participate in activities designed to improve customer satisfaction and business performance.
- Solve problems that can be unstructured and may require conceptual thinking skills.
- Offer solutions to issues that are non-standard/non-routine and may require extensive clarification.
- May use multiple service systems to perform daily tasks
- Maintain broad and in-depth knowledge of products and services.
- Create and maintain all necessary case documentation and follow-up

### **Required Personality Experience**

- Excellent interpersonal communication skills and telephone manner – written and verbal
- Consistent and positive “can-do” attitude and initiative
- Focus, attention to detail and dedication to the task on hand
- Meet customer requirements through first contact resolution.
- Proven time management, multi-task and organizational skills
- Proven track record of problem solving skills
- Friendly, positive personality that thrives in a team environment
- Ability to work independently under minimal supervision
- Ability to maintain customer satisfaction and effectively manage client expectations
- A love for all things technology



## Required Professional Experience

- Windows operating systems
- Microsoft Office
- Android devices
- PC hardware, printers, displays
- Client PC connectivity – Ethernet, TCP/IP
- Active Directory, basic networking, data storage (*preferred*)
- 1+ years of progressive customer service experience in Professional Service organization with working knowledge of customer service methodologies and help desk environment/software (*preferred*)

## Education

- College Diploma or above (required)

## Application

- Please email your resume and cover letter to: [CanadaHR@asus.com](mailto:CanadaHR@asus.com) and include the job title in the subject line.
- We thank all candidates for their applications but only selected candidates will be invited for an interview.
- ASUS is compliant with the *Accessibility for Ontarians with Disabilities Act, 2005*, and recognizes its obligation to provide accommodation in the job application process to persons with disabilities on request, up to the point of undue hardship. Requests for accommodation should be directed to Human Resources.