



## **Office Assistant/Customer Support**

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Location: Stratford, Ont.

Start: ASAP

OmniGlobe Networks ([www.omniglobenet.com](http://www.omniglobenet.com)) is a Canadian-based, global telecommunications company that provides affordable, satellite and WiMAX broadband Internet, VoIP, tele-education, telemedicine and cellular services to world regions where terrestrial telecommunications are unavailable, unreliable, or simply too expensive. OmniGlobe Networks has opened its OmniGlobe Broadband office in Perth County, and will be delivering High Speed Internet to the region. We are building our team to manage the operations, based in Stratford, Ontario.

### **Responsibilities**

- Resolving client issues and providing answers to clients by identifying problems, sourcing answers and guiding clients through corrective steps in an effective and timely manner.
- Maintain and record issues clearly and concisely using various Customer Support Center tools.
- Analyzing and isolating the root cause of issues using troubleshooting scripts and dispatching technical staff as required.
- Supporting the activities of the Project Manager and Technical Manager.
- General office administration tasks including the photocopying and scanning of documents, organization of mail and office supplies and data input.



### **Qualifications**

Ideally he/she should have previous work experience in a high technology environment, proven reliability and a cheerful and professional telephone manner. Previous help desk/call centre experience an advantage. Post-secondary level of education, experience with Microsoft Word and Excel and a current driver' s license are advantages. A background in Business/Marketing or Information Technology is considered an asset.

Working as part of a small and highly successful team, the ideal candidate should demonstrate flexibility and a willingness to tackle new challenges. Flexible hours and job sharing is a possible option. We offer a competitive salary, company medical insurance plan and potential career development within a fast growing and dynamic company.

### **CONTACT DETAILS:**

We encourage that interested parties forward their resumes, in the strictest confidence, to:

Ms Claire Emptage

HR Manager

Email: [cemptage@omniglobenet.com](mailto:cemptage@omniglobenet.com)

Web: [www.omniglobenet.com](http://www.omniglobenet.com)