60 Saramia Crescent, Unit 4
Concord, ON L4K 4J7
Phone:. (905) 761-1331

Job Posting - Client Support Specialist

Full-Time: Monday – Friday; 9am – 5pm
Starting Rate: $45,000 Salary
Location: Head Office – 60 Saramia Crescent, Unit 4, Concord ON

About the Position

Totally One Communications is an authorized Bell dealer specializing in business telecommunications solutions.

We are seeking a highly organized, confident, and detail-oriented **Business Client Support Specialist** to join our team. This fast-paced role requires someone who can independently manage multiple requests, prioritize workloads, and communicate clearly and professionally with corporate clients.

Key Responsibilities

- Manage daily client requests and communications between customers and Account Managers.
- Process orders, upgrades, and service changes accurately and efficiently.
- Prioritize multiple tasks, manage deadlines, and ensure timely follow-up.
- Respond professionally to customer inquiries by phone and email.
- Maintain accurate customer records and order documentation.
- Coordinate order fulfillment, shipping, and inventory.
- Resolve customer concerns and take ownership of requests through completion.
- Assist with general administrative and operational duties.

Required Qualifications

- **Excellent verbal and written English communication skills**, with a clear, confident, and professional telephone manner.
- **Strong organizational and time-management skills**, with the ability to independently manage a busy workload.
- Previous experience in customer service, business support, or office administration.
- Exceptional attention to detail and accuracy.
- Proficiency in Microsoft Outlook, Excel, and Word.
- Ability to multitask, prioritize competing requests, and meet deadlines.
- Strong problem-solving skills, initiative, and accountability.
- Ability to work independently and collaboratively in a team environment.
- Valid driver's licence.

Experience in telecommunications or corporate account support is an asset.

How to Apply: Please submit your resume to **sandy@totallyone.com**.

Only candidates selected for an interview will be contacted.