

## **CALL AGENT**

Info-Excavation is currently searching for candidates interested in working in a leading-edge environment with state-of-the-art digital technology.

Info-Excavation is a non-profit organization with over 300 member owners of underground infrastructures, municipalities, as well as partners working in the damage prevention of underground infrastructures in Quebec and the Atlantic provinces. Our mission is aimed at promoting workplace safety and health for all workers and the public, while maintaining the integrity of services and protecting the environment through damage prevention.

We are seeking candidates for handling locate requests. Candidates will be provided with a flexible schedule since the notification center operates 24 hours a day, 7 days a week. By processing locate requests, with over 95% of them being submitted via the Internet, you will assist excavators in Quebec and the Atlantic provinces in safely conducting their excavation work without causing damage to underground utilities.

If you enjoy working with a dynamic team in a virtual environment while ensuring the damage prevention process, then we have a position just for you!

### **Your responsibilities will be as follows (non-exhaustive list):**

- Provide ongoing customer service by handling locate requests;
- Analyze the locate request information representing a work site using a mapping software;
- Resolve customer issues with care and concern;
- Offer assistance using electronic media or phone;
- Achieve performance objectives in a collaborative environment.

### **Benefits include:**

- Paid training on all the systems that you will use;
- State-of-the-art equipment;
- Hybrid work (Monday, Wednesday, Friday remotely and Tuesday and Thursday in the office);
- Easy access (near Highway 15, the metro, and several bus routes, close to the Deux-Montagnes train line and the St-Jérôme line);
- Free parking or reimbursement of public transportation expenses
- Paid vacation and personal days;
- Attractive salary paid every two weeks;
- Salary and vacation pay progression according to the current salary scale;
- Employee benefits.

### **Required Skills**

#### **Requirements:**

- Essential - High school diploma;
- Essential - Fluency in both written and spoken French and English;
- Important - Good written and oral communication skills;
- Asset - Customer service experience.

#### **Knowledge and Skills**

- Important - At ease with technology, Google Maps and web browsing;



- Important - Microsoft Office Suite.