Customer Service Agent

Ascendent Technology Group Inc

Job ID
10818

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LOCATION	DATE POSTED	EXPIRY DATE
15 9th Ave S, Cranbrook, BC| British Columbia	17-09-2026	16-03-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD $30.00/hour.	No Experience	Other trades certificate or diploma

Job Details

Ascendent Technology Group Inc – Infiniti Electro Optics is looking for a Full-Time Customer Service Agent (NOC 64409)!
This is a full-time, permanent position with 32 hours per week, $30.00/hour.
Job Description:
• Answer enquiries and provide assistance to customers, in person, on the phone, or via email.
• Investigate complaints regarding our services and policies
• Arrange for refunds, exchange and credit for returned merchandise
• Take customer orders for goods or services
• Investigate complaints and update accounts
• Explain the type and cost of services offered
• Provide information about claims or accounts
• Provide information to customers and the public concerning goods, services, schedules, rates, regulations and policies in response to phone, in person, or email enquiries.
Job Requirements:
• Completion of a Computer Technology diploma or related
• Microsoft Certified Professional
• Good communication skills both in writing and speaking
• A high degree of customer service
• Previous experience with advanced infrared camera systems and electro-optics is an asset
• Language in the workplace is English
Benefits:
• Optional group health benefits (company pays 50%)
Job Location:
Ascendent Technology Group - 15 9th Ave S, Cranbrook, BC V1C 2L9
To Apply:
To those interested please email your resume to careers@ascendentgroup.com. Please indicate on email subject that you are applying for the Customer Service Agent position.

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