

"What I like most is the atmosphere, meeting new people from different places, the encouragement we get in the workplace and the opportunities for rapid advancement. I am now a floor support and aim to become a Team Leader in the future."

Benjamin
 Floor Support, Customer Service



"I love my job. The professional experiences I have gained as I progressed through the company are priceless. The great atmosphere and the colleagues I work with on a daily basis are my motivation for coming to work!"

Andrew
 Helpdesk Technician, I.T.



At IO Solutions since 2014, I felt welcomed and encouraged right from the beginning. The organization believed in my abilities and I am now a Team Leader!

Sabatini
 Team Leader, Customer Service



What makes us the best:

As a learning organization, our strength comes from our people, our collective leadership experiences and our operational excellence.

Our locations:

We offer a unique opportunity to work from one of our contact centers, with flexible hours, a dynamic environment and a multicultural team. Whether you work from home or one of our offices listed below, you will feel valued as a member of our #IOSvillage.



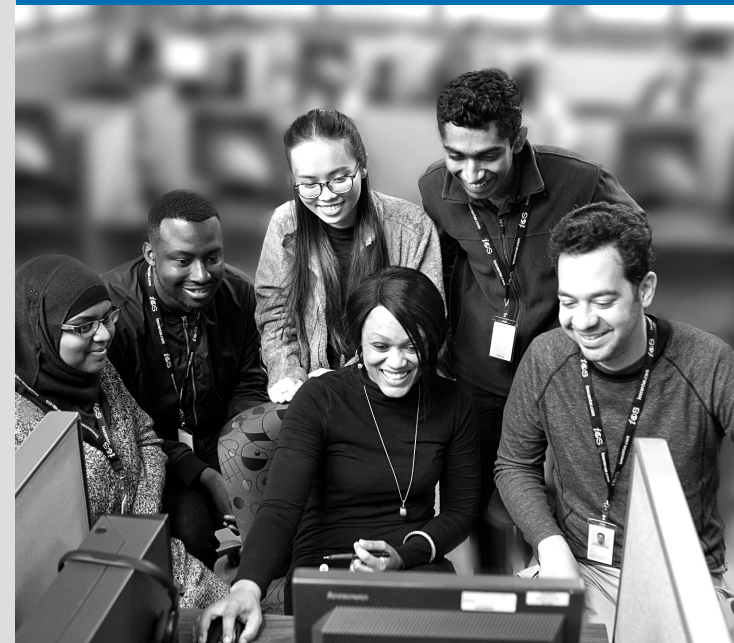
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- ✓ Welcoming work environment
- ✓ Work From Home option
- ✓ Flexible schedules
- ✓ Career advancement

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 f o t i n

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About us:

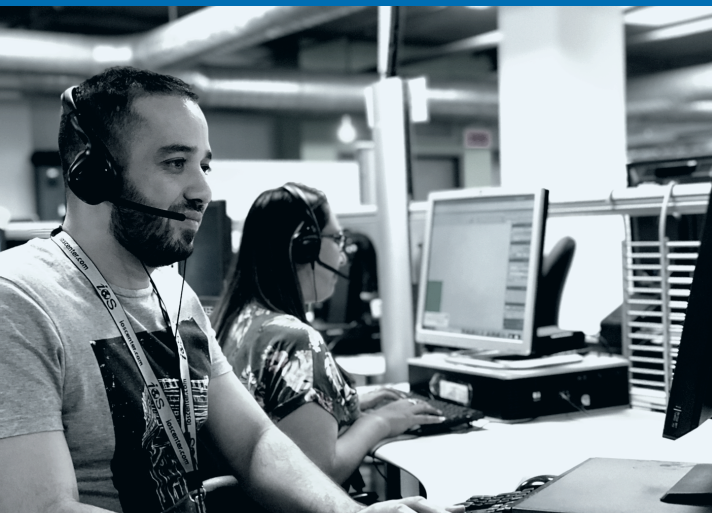
Founded in 2007, we are a Canadian leader in customer experience. We are one of Canada's leading Business Process Outsourcing (BPO) providers. We offer B2B and B2C contact solutions to some of Canada's largest companies in a variety of industries such as telecommunications, media, financial services, retail, utilities, etc.

Why join our team?

- Learn and develop new skills in a friendly environment
- Gain a valuable Canadian work experience
- Meet new people and make lifelong friendships

Your day-to-day life at IO Solutions :

- Interact with great people from across Canada every day
- Assist and advise clients with solutions tailored to their needs
- Promote appropriate products and services to customers
- Provide attentive, courteous and efficient customer service
- Act as a product and service expert
- Analyze customer needs based on account and billing information



Benefits that make a difference:

- Flexible hours adapted to your reality; possibility of working full time or part time
- Fully paid initial training and development program
- Advancement program designed to help you build a rewarding career
- Earn more with bonuses that reward your attendance and performance
- Get up to 50% off cell phone plans from our partners
- A dynamic and friendly work environment
- A multicultural team that makes you feel engaged and appreciated

Work is great, but we know it's not everything:

We believe it takes a village to achieve goals and we promote a culture of teamwork, flexibility, adaptability and growth! We want to help you learn, grow and thrive in your professional and personal life, whether it's completing your education, starting a family, helping your community, etc.

Our values and culture:

Learning, continuous development of our people and investment in our communities are core values to our success.

#IOSvillage is a concept that encompasses the culture of IO Solutions and is based on our beliefs. All of our employees are part of the #IOSvillage and as citizens we all work together to achieve common goals.

Career growth:

At IO Solutions, you have the opportunity to quickly move into other roles and develop new skills in different departments. We are proud to say that over 95% of our management team started as telephone representatives. Today, they hold positions as Trainers, Team Leaders and directors in the contact center as well as in the I.T., finance, communications and human resources departments.

Job opportunities:

We give you the opportunity to learn and work thanks to a rewarding advancement program :

- Customer Service Agent
- Sales Agent
- Team Leader
- Computer Systems Analyst
- Trainer
- Quality Control Analyst
- Workforce Planning Analyst

Refer a friend:

As part of the #IOSvillage, it pays to refer a friend. Refer your friends and family and be rewarded for every referral. This is how we build multicultural teams of friends who are like family and community to all of us and to each other.

