

## **Bilingual Customer Service Representative**

### **Duties and Responsibilities:**

Provides customer service support by taking orders via the telephone or our website, from our various customers, using our AS400 based system. These orders must be analyzed and verified for accuracy in a timely manner. Training of product knowledge will be provided.

Be prepared to answer questions regarding our company terms and conditions and various warranty information.

Advise customers of various specials and promotions that are running.

Resolve customer complaints if required or know when to escalate them to management.

Initiates required action for response to customer service requests for order changes, additions/deletions, or corrections potentially made by oneself or a co-worker.

Invoices the shipped customer orders by using the AS400 based system.

Ensures and provides quality service to both internal staff and external customers.

Is able to provide back-up support, when requested to other coworkers.

Provides support in various department related duties by being flexible as assigned by management.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

### **Education/Experience:**

High school diploma or general education degree (GED)

Two Years Customer Service/Call Centre Experience

### **Language Ability:**

Bilingual (can fluently speak and write in both English and French)

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

**Computer Skills:**

Fluent in Microsoft excel to prepare, generate, and distribute various sales reports etc.  
Familiarity with an AS400 based system.

**Job Hours:**

10:00 a.m. – 6:00 p.m.