



# BILINGUAL CALL CENTRE REPRESENTATIVE HOSPITALITY INDUSTRY

## Required Qualifications

- Bilingual in English and French is required
- Experience working in a high volume call centre and retail environment is an asset
  - At least 2 years' experience in customer service
  - Must possess a basic knowledge of Microsoft Outlook, Word, Excel, Microsoft Internet Explorer and Google Chrome
  - Must be able to quickly adapt to new technology and internal software upgrades
  - Basic knowledge of horse racing would be an asset
  - Proven ability to deal professionally and courteously with customers
  - Working knowledge of cash register and tendering procedures
  - Proven accuracy in performing basic mathematical calculations
  - Ability to communicate effectively in English (oral and written)
  - Ability to work in both a team environment and independently
  - General understanding of a POS system

## Responsibilities

- Provide prompt, friendly and courteous service to customers at all times and address all customer product and service needs, requests and concerns promptly
- Ensure HPIbet accounts adhere to Canadian Pari-Mutual Agency regulations and the policies defined by HPIbet
- Handle in person and electronic customer transactions using point of sale systems
- Troubleshoot guest's concerns using HPIbet web services
- Handle in-bound calls in the Support Centre environment
- Count and verify all program sales
- Provide our new and core customers with an excellent and satisfying overall experience
- Respond to horse players wagering inquires which includes but is not limited to types of bets, betting tutorials, how to use HPIbet systems, rewards program, self-serve machines, HPI accounts, and cash cards
- Generate high level participation in promotion/marketing events
- Maintain working knowledge of the promotions, major race events and items available to guests
- Other duties or responsibilities may be assigned based on business requirements

## Employment Details

|                           |  |                       |  |
|---------------------------|--|-----------------------|--|
| <b>Wage</b>               |  | <b>Hours</b>          | will vary days, evenings, wends and holidays |
| <b>Employment Terms</b>   | part time hourly based out of Woodbine |                       |  |
| <b>Major Intersection</b> | Rexdale Av./ Hwy 27 (Toronto)          | <b>Public Transit</b> | Yes  |

Job Order details

|                      |                          |                    |        |                         |   |
|----------------------|--------------------------|--------------------|--------|-------------------------|---|
| <b>Job Developer</b> | Ashton Jila 416-645-4701 | <b>Job Order #</b> | 170040 | <b>No. Of Positions</b> | 1 |
|----------------------|--------------------------|--------------------|--------|-------------------------|---|

If you are registered with The Learning Enrichment Foundation: Please call the Job Developer.

If you are not registered: Apply for this position in person at **116 Industry Street** Toronto, M6M 4L8, **Monday to Friday, 9:00am - 3:30pm**.  
Your S.I.N. and an updated resume are required for registration.