



# BILINGUAL CONSUMER SERVICE REPRESENTATIVE (PART TIME)

## CALL CENTER INDUSTRY

### Required Qualifications

General Summary: The Bilingual Consumer Service Representative (English/French) a must is accountable for resolving consumers inquiries on all company products in a timely and courteous manner.

- College diploma/certificate.
- 1- 3 years of experience in a call centre environment.
- Proficient in MS World, Excel, Outlook, and the Internet.
- Experience with SAP/CRM software.
- Must be a fast learner who is able to handle multiple tasks quickly and efficiently within a team environment.
- Bilingualism (English/French) a must.
- This is inbound calls
- Will become full time base on how well you performance

### Responsibilities

Primary Responsibilities:

- Manage in a timely manner inquiries received through the consumer service toll free line.
- Answer email enquiries from consumers.
- Manage end user orders on CRM software to ensure fulfillment in a timely manner.
- Apply payments to orders.
- Acquire product knowledge on a regular basis.
- Work with the Marketing departments and Quality Control, as required, on consumer issues.
- Manage the ACD phone system for call management.

### Employment Details

<b>Wage</b>	\$18.00	<b>Hours</b>	Mon-Fri 9:00am-5:00PM
<b>Employment Terms</b>	Full-time on going		
<b>Major Intersection</b>	Highway 27 & 7 (Woodbridge)	<b>Public Transit</b>	Yes

### Job Order details

<b>Job Developer</b>	Clohe 416-760-2573	<b>Job Order #</b>	170044	<b>No. Of Positions</b>	2
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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.