

# Bilingual Customer Support Representative

<b>Reference No.:</b>	1D04A
<b>Language:</b>	Advanced English, Advanced French
<b>Location:</b>	Richmond Hill-Ontario
<b>Public Transit:</b>	Yes
<b>Salary:</b>	48K - 52K
<b>Benefits:</b>	Included
<b>Account Manager:</b>	Marijke Kanters
<b>Email:</b>	resumes@nevian.com
<b>Job Type:</b>	full time permanent

## Description

Our client has a great opportunity for a Bilingual (English & French) Customer Service Support Representative with a growing manufacturer in Richmond Hill, ON. Our client is currently undergoing rapid expansion, this is the perfect opportunity for you to join their customer support team! In this role, the ideal candidate we are looking for is a go-getter, self motivated, energetic and team-oriented individual who loves thinking on-the-go and is driven by continually learning every day to support in all areas of the company. Full time, permanent position. Salary 48K - 52K with full benefits, free parking. Monday - Friday (hours 9.00 am - 5.00 pm) This is an In Office position at the Richmond Hill location. Full benefits after 3 months including: Dental care, extended health care, vision, on-site parking. vision care.

## Responsibilities

- Answer customer enquiries by phone, e-mail, and within the service desk ticketing system
- Provide problem-solving and trouble-shooting solutions to end-user clients
- Interact with all levels of the organization, both internal/external clients, and act as the primary contact for all administrative needs, requests and inquiries
- Cross-coordinate office processes with sales and accounting staff to see customer requests to completion
- Conduct and assist in daily office routines to support warehouse function and the follow of product shipment
- Provide administrative support for various Institutional Distribution VPs and their management team(s)
- Participate in the development and implementation of special projects as assigned

## Qualifications

- Post-secondary education (College diploma or University degree)
- Must be fluent in both English and French
- A background in Physics, Engineering or related discipline is an asset
- A minimum of 2 years experience in Customer Service or Technical Support
- Excellent computer literacy in MS Office Suite including PowerPoint and Excel, and ability to readily learn new systems
- Demonstrated strength in time management and organizational skills with the ability to multi-task in a fast-paced work environment with minimal supervision
- Strong sense of professionalism and diplomacy with demonstrated ability to establish and maintain relationships with internal and external business partners
- Highly motivated, detail-oriented, and eager to learn
- Please note this is an entry-level position.