

Bilingual CS/Order Desk Representative

Reference No.: 1D061
Language: Advanced English, Advanced French
Location: Aurora-Ontario
Salary: 52K
Benefits: Included
Account Manager: Marijke Kanters
Email: resumes@nevia.com
Job Type: full time permanent

Description

Great new hybrid opportunity for a Bilingual Customer Service /Order Desk Representative with a global organization. Full time, permanent opportunity in Aurora, ON. 2 days in office and 3 days work from home. Full benefits after 3 months and profit sharing opportunity. Hours: Monday - Friday 9.00 am - 5.00 pm.

Responsibilities

Reporting directly to the Manager, Support Services and Support Centre, the incumbent responds to telephone and email inquiries from stores and central office regarding store level marketing and customer programs, marketing related issues, and other customer service-related activities. The incumbent ensures responses are provided in a prompt and effective manner to achieve a high level of customer satisfaction.

- Responds to calls and emails to provide first level customer service for store and customers, resolves issues in a prompt and efficient manner and escalates issues as required;
- Logs calls and emails into the appropriate tracking systems and escalate issues to the appropriate person or department as necessary, to ensure accurate and timely logging of response actions;
- Maintains a high level of knowledge and adherence to the Call Centre Key Performance Indicators (KPI's) including, but not limited to Average Talk Time (ATT), Average Handle Time (AHT) and Average Speed of Answer (ASA) – need to add Call drivers and may want to make changes to some metrics;
- Identifies recurring issues to determine and document possible solutions and assist with the prompt resolution of issues;
- Attends team huddles to receive current updates on issues, concerns and promotions;
- Attends one-on-one meetings to track monthly Productivity scores (including AHT, ATT, quality scores, schedule adherence, etc.) current progress and identify areas for improvement – you will need to rework for your needs;
- Liaises with internal departments to ensure call and email issues are resolved and ensure service level agreements are maintained;
- Accountable for personal statistics plus team goals (wait time and abandon rate);
- Work overtime as required;
- Work as part of a team, follow and adhere to organization's code of ethics and participate in the Continuous Improvements efforts;
- Fully understand and adhere to all relevant Environmental, Health and Safety, Human Resources, Quality, Security and Company policies and procedures;
- Work in compliance with the Occupational Health & Safety Act of Ontario, the Workplace Safety Insurance Act and all other applicable legislated environmental, health & safety regulations;
- Support and contribute to a healthy and safe work environment by following all workplace regulations, policies, and initiatives, including reporting all first aid injuries, accidents, and workplace hazards.

Qualifications

- Post-secondary education completed;
- Minimum 2 years of relevant Customer Service experience, in a fast-paced environment;
- 2 Years of Order Desk experience is a must;
- Must be fluent in English and French with the ability to communicate effectively and professionally with customers and employees;
- Supply Chain Management experience is an asset;
- Excellent attention to detail and a high level of accuracy;
- This position requires a demonstrated level of initiative and judgment in order to organize and prioritize tasks, workload and projects;
- Courtesy, tact and diplomacy are required in dealing with colleagues in every day working relationships;
- Requires an understanding of inter-related work processes to be able to adapt to differing assignments;
- Provides routine information to coordinate the assignments and work procedures of others;
- Professional manner, tact, diplomacy and discretion in dealing with store level and central office including senior management;
- Adaptable to set and prioritize work with varying exceptions;
- Able to work with diverse personalities and styles;
- Communicates with clarity, verbally and in one on one or group situations, or over the telephone;
- Communicates well in writing (i.e. e-mail) by composing clear documents.
- Opportunity to be part of a dynamic and highly motivating work environment where you can develop your potential and launch an exciting career;
- Employee perks such as discounts from suppliers on various products and services;
- Development opportunities where your input makes a difference.