

United Kingdom Jobs Expertini®

Bilingual Call Center Representative Cornwall, ON

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Company: BearCom

Location: Cornwall

Category: office-and-administrative-support

About BearCom:

Largest Distributor of Wireless Voice, Data, and Video Solutions in North America

40+ Years Industry-Leading Experience

Partnerships with Motorola, JVC Kenwood, Avigilon, +More

75+ Branches Across North America

Responsibilities:

Responsible for answering and responding to incoming customer calls/inquiries.

Accurately gather data in an efficient and error-free manner.

Assists customers and troubleshoots questions, issues, complaints, and inquiries related to products and services sold.

Performs other general office duties as required. That may include receptionist duties, order entry, or QC checking.

May be asked to participate in special projects related to client requests.

Preferred Qualifications:

Must be PC literate and familiar with the Internet.

Must be Bilingual in English and French, both written and spoken.

Able to interpret policies and procedures.

Must have good aptitude in solving customer service issues.

Must exercise professional telephone procedures and e-mail correspondence skills.

Able to work as a team player and build rapport with the Support Service Callers and Clients.

Must be able to multi-task.

Must have enthusiasm for customer service and understand the requirements of genuine customer commitment.

Must possess operational knowledge of major office equipment.

Must be available for all shifts as the call centre is open 24 hours a day, 7 days a week, and 365 days a year.

Background checks are part of the hiring process, which may also include a Motor Vehicle Check.

Benefits:

BearCom wants to elevate your professional growth! We place high value in investing in the development of our team members and advancing your technical capabilities. BearCom can provide extensive on-the-job training and covers all fees associated with most professional certifications.

You'll also receive:

Highly Competitive Compensation

Medical, Dental, and Vision Insurance, including Family, and EFAP

Virtual Healthcare

Long-Term Disability Insurance

Employee and Dependent Life Insurance

Paid Vacation & Time Off

Company Matched RRSP Plan

Employee Referral Bonus

Tuition Reimbursement

On-site parking

Company Recognition Program

BearCom is proud to be an equal-opportunity workplace free from discrimination and harassment. We seek to recruit and retain the most talented people from a diverse candidate pool and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other disability protected by law. All employment is decided based upon qualifications, merit, and business need.

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Cross References and Citations:

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