

Bilingual French English Customer Service Specialist

You must have your own computer/laptop running windows operating systems with the ability to use a USB/Flash-drive device, high-speed internet, a high-quality headset with a microphone, and a quiet workspace.

Tablets will not work for this position.

The job requires daily:

- Input information from clients' interactions into a customer management system.
- Respond to incoming calls, emails, letters, and chat sessions from customers.
- Research product information to provide answers and recommendations.
- Explain products in a clear and professional manner.
- Obtain and examine all relevant information to assess the validity of complaints.
- Quickly assess customer needs and proactively provide solutions.
- Use proven techniques based on product to increase sales and customer retention.
- Refer unresolved customer grievances to designated departments.

Qualifications:

- **You must be fluent in French and English**
- Comfortable using PC platforms, Microsoft Office
- Quick typer and ability to synthesize information
- Excellent verbal and written communication skills
- Excellent troubleshooting skills
- Friendly, Energetic, and personable attitude
- Good team player with the ability to execute duties efficiently
- Reliable and conscientious
- Good organizational skills and work habits
- Ability to work alone with minimal assistance
- Flexible schedule including evening and weekends up to midnight
- Ability to be flexible and quickly adapt to changing business need

Benefits include:

- Competitive starting wage
- Work in the comfort of your home
- Opportunity for advancement

