

## **Bilingual Customer Service Representative – Part-Time**

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The Customer Service person will be able to independently respond to and deal with customer technical inquiries and complaints in a polite and professional manner. We are looking for one candidate available to work evening hours and / or weekend hours (coverage is from 6:30 AM to 11:30 PM).

### **Essential Duties and Responsibilities**

- Process orders and respond to customer inquiries and requests. (phone or email)
- Respond to customer complaints – in either French or English (both verbally and written)
- Troubleshoot technical and customer service issues
- Process refunds
- Provide customer service and track on-going service issues
- Answer and handle all calls in a timely and efficient manner

### **Requirements**

- We are looking for a responsible & motivated individual with an aptitude for customer service, preferably in either a help desk or contact centre environment.
- Candidates must possess excellent verbal and written communication skills in both English and French.
- Must be able to work under minimal supervision
- Up selling is not required

Apply to [careers@circumference.ca](mailto:careers@circumference.ca)

