

INBOUND CUSTOMER SERVICE REPRESENTATIVE

Customer Service industry

WHAT'S THIS ABOUT?

Our client is a global organization offering contact center solutions for many corporate brands.

They are looking for an Inbound CSR to work with a leading Canadian retailer, answering both inbound calls and email inquiries.

They need a champion of positivity who can easily build rapport with a customer, addresses problems using empathy and a positive attitude, and is resolution-focused.

Can you create memorable customer service experiences? We want to talk to you.

ABOUT YOU

- High School diploma required, or equivalent
- Enjoy providing excellent customer service
- Impeccable problem solving skills from a place of empathy; resolution focused
- Self-motivated, eager to learn, and displays a positive attitude
- Strong attention to detail and can deliver the highest quality solutions to customers
- Flexible to work days, evenings weekends shifts
- Bilingual; Proficient in French & English

ABOUT US

- Rate is **\$18** per hour
- Provide 4 to 6 weeks of on-site training; transition to home office after 90 days
- Work from home (no commute!)
- Flexible working hours (40 per week)
- Global company with international clients
- Award-winning culture

IS IT YOU WE'RE LOOKING FOR?

Email **Melanie Diotte** with the position in the subject line.

Attach your complete resume.