

## MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	FRENCH CUSTOMER SERVICE REPRESENTATIVE
JOB NUMBER	3623
NUMBER OF POSITION/S	1
NOC CODE	6551
CLOSING DATE	2020-03-27
LOCATION	Winnipeg, MB Downtown
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	35
HOURLY WAGE RANGE	\$11.65 - \$11.65
WAGE DETAILS	25-35 hours per week based on call volumes
JOB TERMS	Full time
JOB DUTIES	<ul style="list-style-type: none"> <li>- Receiving Inbound customer service calls</li> <li>- Providing excellent customer support for multiple accounts in requested language</li> <li>- Working with internet based software</li> <li>- Identify customers needs, clarify information, research the issue and provide solutions and/or alternatives</li> </ul>
QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none"> <li>- Ability to communicate fluently in both English and French</li> <li>- Exceptional Customer Service and active listening skills.</li> <li>- Must have excellent phone etiquettes and professionalism.</li> <li>- Ability to resolve complex customer inquiries independently or with minimal supervision.</li> <li>- Ability to handle multiple task at the same time in fast paced working environment.</li> <li>- Must have good proficiency in computers including ability to type 25-30 wpm.</li> <li>- Must be able to work with multiple computer and internet based software.</li> <li>- Must have a strong Organizational and Time management skills.</li> </ul>
APPLICATION PROCESS	Send targeted resume Apply through your CC
APPLICATION DETAILS	Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.
JD	Precious Babalola