

CanTalk Canada

French Technical Support Representative

Winnipeg, Manitoba Full-time/Part time

Job Summary

Winnipeg-based CanTalk (Canada) Inc, a global language telecommunications corporation, has immediate positions available for Technical Support Representatives who are fluent in English and French.

Job Description:

- Receiving Inbound customer service calls
- Providing excellent customer support for multiple accounts in requested language
- Working with internet based software
- Identify customers' needs, clarify information, research the issue and provide solutions and/or alternatives

Qualification/Job Requirements:

- Ability to communicate fluently in both English and French
- Exceptional Customer Service and active listening skills.
- Must have excellent phone etiquettes and professionalism.
- Ability to resolve complex customer inquiries independently or with minimal supervision.
- Ability to handle multiple task at the same time in fast paced working environment.
- Must have good proficiency in computers including ability to type 25-30 wpm.
- Must be able to work with multiple computer and internet based software.
- Must have a strong Organizational and Time management skills.

Availability: 07:00 AM- 11:00 PM (Mon-Sun)

Job Type: 25-35 hours per week based on call volumes

Wage Rate: \$11.90/hr

Training Dates: Monday May 24th to Saturday May 29th 2021 from 8:30-16:00

**Full training attendance is mandatory

For any further inquiries please contact our Recruiting Dept. at onsiterecruiting@cantalk.com

Equal Opportunity Employer: All qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, age, pregnancy, genetic information or any other consideration prohibited by law or contract.

CanTalk Canada

Spanish Technical Support Representative

Winnipeg, Manitoba Full-time/Part time

Job Summary

Winnipeg-based CanTalk (Canada) Inc, a global language telecommunications corporation, has immediate positions available for Technical Support Representatives who are fluent in English and Spanish.

Job Description:

- Receiving Inbound customer service calls
- Providing excellent customer support for multiple accounts in requested language
- Working with internet based software
- Identify customers' needs, clarify information, research the issue and provide solutions and/or alternatives

Qualification/Job Requirements:

- Ability to communicate fluently in both English and Spanish
- Exceptional Customer Service and active listening skills.
- Must have excellent phone etiquettes and professionalism.
- Ability to resolve complex customer inquiries independently or with minimal supervision.
- Ability to handle multiple task at the same time in fast paced working environment.
- Must have good proficiency in computers including ability to type 25-30 wpm.
- Must be able to work with multiple computer and internet based software.
- Must have a strong Organizational and Time management skills.

Availability: 07:00 AM- 11:00 PM (Mon-Sun)

Job Type: 25-35 hours per week based on call volumes

Wage Rate: \$11.90/hr

Training Dates: Monday May 24th to Saturday May 29th 2021 from 8:30-16:00

**Full training attendance is mandatory

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CanTalk Canada

MANDARIN/CANTONESE Language Interpreter

Winnipeg, Manitoba, Working remotely

MANDARIN/CANTONESE Language Interpreter
CanTalk Canada Inc. - Winnipeg, MB

CanTalk (Canada) Inc., a global language telecommunications corporation, has IMMEDIATE positions available for Language Service Facilitators to provide over-the-phone interpretation.

This is an entry-level - Permanent position, which requires excellent comprehension and speaking skills. The Language Service Facilitator is responsible for inbound interpretation facilitation by providing consecutive interpretation from an English speaker to a MANDARIN/CANTONESE speaker and vice versa. Excellent verbal and written command of English and MANDARIN/CANTONESE is a requirement.

Job Description:

- Assist on inbound calls from various clients who require interpretation services.
- Use online training materials, dictionaries, and glossaries to facilitate call handling and to maintain and improve language skills
- Facilitate calls using internet-based software, reading and following client scripts
- This position may lead to cross-training on various customer service accounts as required

Qualifications:

- Excellent customer service skills, communication skills, and listening skills
- Ability to function independently and with minimal supervision
- Excellent organizational skills and ability to multi-task and work in a fast-paced environment.
- Basic computer knowledge, including use of internet and ability to type 25-30 WP
- Punctual and reliable during scheduled work hours

Job Summary:

- Availability: 09:00 AM to 9:00 PM Monday to Saturday
- Hours: 25 – 35 per week based on call volume.
- Wage: \$11.90 /hour
- Training dates: May 19th – May 21st from 8:30 – 16:00 (online)
- Job Location: Downtown, Winnipeg

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CanTalk Canada

Spanish/French Overnight Assistant Supervisor

Winnipeg, Manitoba, Full-time

About the Job

Winnipeg-based CanTalk (Canada) Inc , a global language telecommunications corporation, has immediate positions available for Assistant Supervisor who are fluent in English and Spanish, or English and French.

Job Description:

- Manage/Supervise 2-15 staff per shift.
- Monitor call volume and trends every hour and follow up closely with supervisors in staff schedule.
- Coordinate with the QA team to ensure that new employees are properly coached.
- Work closely with clients' services and ensure that complaints are properly documented as well as all updates are provided to staff in a timely manner.
- Provide hourly reports to higher management.
- Must be able to use French or Spanish as a working language.
- Receiving inbound customer service calls.
- Providing excellent customer support for multiple accounts in requested languages.
- Working with internet-based software.

Job Requirements

- Ability to communicate fluently in both English and French or English and Spanish.
- Exceptional Customer Service and active listening skills.
- Must have excellent phone etiquettes and professionalism.
- Ability to resolve complex customer inquiries independently or with minimal supervision.
- Ability to handle multiple tasks at the same time in a fast-paced working environment.
- Must have good proficiency in computers including the ability to type 25-30 wpm.
- Must be able to work with multiple computers and internet-based software.
- Must have strong Managerial, Organizational, and Time management skills.

Base Rate: \$12.45 per hour

Weekend Premium: \$0.50 per hour

Overnight Premium: \$2.00 per hour

Availability Required: 23:00 - 7:00 – Monday to Sunday (7days).

Hours: 25-35 hours per week. (Depending on availability and call volume)

Start Date: As soon as possible

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