

French Customer Support Representative

Job Summary

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

Position: French/English Customer Service Representative (Full Time Position)

Job Details:

- **Availability Required:** 06:00AM to 11:00PM (Saturday-Friday)
- **Job Type:** 25-35 hours per week based on call volumes
- **Wage Rate:** \$15 per hour (Base rate \$11.95/hr + \$ 3.05 premium (to be reviewed after 6 months))
- **Training Dates:** Monday, July 4th to Saturday July 9th (6 days) from 08:30AM to 04:00PM
 - Training will be online via MS Teams.
 - Training is **mandatory** for the position

Job Responsibilities:

- Receive Inbound customer service calls
- Managing incoming communications from customers (via email, phone, chat)
- 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
- Review recorded/live calls and ensure proper processes and procedures are followed through to call completion

Job Qualification & Requirements:

- Must be legally entitled to work in Canada.
- Ability to communicate fluently in both English and French
- 6 months or more of customer service experience
- Exceptional Customer Service and active listening skills.



Ph: (800) 480.9686
Fax: (204) 982.1244



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- Must have excellent phone etiquettes and professionalism.
- Ability to resolve complex customer inquiries independently or with minimal supervision.
- Ability to multi-task and work on different campaigns simultaneously
- Tech savvy and working knowledge of computers
- Must have good proficiency in computers including ability to type 30 wpm.
- Must be able to work with multiple computer and internet based software.
- Must have a strong Organizational and Time management skills.
- Successful candidate must be able to present a valid photo ID and must provide and maintain satisfactory criminal record check.

**For any further enquiries 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.



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