

Skybridge Americas - French Bilingual Roadside Rescue Coach - ARS (072020)

Job Description

Be a Hero and Work from Home with Skybridge Americas!

Are you looking for the ability to balance work, home, and school in your busy lifestyle? Are you interested in joining a company that has successfully navigated the challenges of COVID-19 by ensuring our employees' safety and well-being? Skybridge America's Agents Anywhere program is the place for you!! We are experts at work-at-home and we want you to join us. We are growing and looking for amazing people in Manitoba to become part of the Skybridge experience!

The Opportunity

As a Coach, you will be the hero to those in need, coaching and advising your team on responding to people who have experienced unplanned vehicle breakdowns and taking ownership of the situation. You will be responding to assist your team member for incoming customer calls and/or e-mails for emergency roadside assistance as well as various member services inquiries and transactions. We need heroes who can provide a supportive environment for the team. Additionally, who can work with a sense of urgency to ensure that all team members respond efficiently and immediately, avoiding any possible delays in rescuing the customer.

- Promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity, and efficiency/effectiveness.
- Provide clear work direction and task assignments and ensure client requirements are achieved.
- Coach direct reports to meet utilization and meet SLA's on a consistent basis.
- Quality monitor on a weekly basis and provide direct feedback.
- Assisting in resolving escalated issue and consumer concerns.
- Hold consistent weekly 1 on 1 sessions with each direct report.
- Coach employees to meet and/or exceed performance objectives.
- Proactively identify and implement process improvement opportunities.
- Drive operational performance through attention to utilization, productivity and quality.
- Conduct direct report evaluations inspiring and motivating greatness with Skybridge's Elegance standards.
- Effectively communicate with all direct reports and client company policies and procedures; build strong productive relationships with direct reports.
- Collaborate regularly with your peer group and management team
- Be a team player, positive role model and solution provider for the team.

The Rewards

- The convenience of working out of your home!
- Comprehensive, fully paid training online with live instructors
- A leadership team that wants you to be successful and knows when we work together, we can accomplish a lot
- Incentive programs to supplement your income
- A suite of benefits that includes medical and dental as well as an employee assistance program
- Paid vacation time
- Special employee discount programs
- Growth opportunities
- A feeling of accomplishment when you make the difference in a customer's day!

Our Company

We don't like to boast but we're good at what we do! Skybridge Americas is a people-driven company delivering great experiences every day for some of North America's best-known brands. We're a team of highly skilled, customer-focused problem solvers, providing world class omni channel customer contact services. We were recognized by CIO Applications Magazine as among the Top 10 Contact Center Companies in 2019 an honour we are proud to share!

Skybridge Americas requires its employees to provide their own device to work at home. Here is a summary of our Technical Requirements.

PC compatible system (no Macintosh, no Apple OS, no Android OS)

Desktop or laptop with admin access (Apple/Mac, tablets, Mini PCs, Android Systems, other smart devices are NOT supported)

Windows 8 or newer Windows Desktop Operating System

Two monitors required: 19 inches or greater
Internet Browser: Internet Explorer 10 or higher OR Google Chrome latest version

Anti-Malware software

Hard-wired Internet Connection (WIFI connections are NOT supported)

USB Headset to free your hands while taking calls (we recommend Plantronics Audio 628)

For the detailed list of requirements and product recommendations, please visit:

<https://skybridgeamericas.applicantpro.com/pages/workfromhome/>

Skybridge Americas is committed to diversity and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

customer service career with Skybridge Americas! Are you energetic and enjoy building rapport with customers? We want you to join our team! We pride ourselves on guiding and mentoring employees throughout their career in the customer service industry. Many of our Coaches and Managers started as Agents!

We are looking for individuals that value positive customer experiences and providing great service on every call. We consistently promote from within for opportunities ranging from Human Resources and Information Technology to Contact Center Coaching, Workforce Management, Service Delivery, and Client Relationship Management.

Your focus on teamwork, excitement around learning, and fun attitude will set you apart! Discover your path and join us to begin and grow your career in the Customer Service industry. We have a 30 year history of providing elite service to our customers and their clients join us to be a part of that story!

This opportunity is for those wanting positions on site in our Winnipeg, Manitoba headquarters on site. If you are interested in one of our work from home opportunities, please go back to the Employment Page and apply directly to the Work from Home posting!

Job Responsibilities

- Answer incoming calls/e-mails/voicemails, respond to customer questions / complaints / inquiries; ensure all inquiries are handled and documented per the program protocol in a timely, accurate, and professional manner
- Provide assistance to customers in a patient, helpful and remain calm under pressure.
- Provide customer service in fluent/proficient English for English speaking customer calls.
- Provide customer service in fluent/proficient French for French speaking customer calls.
- Accurate data entry in consumer database per the program requirements
- Friendly and professional customer service in all customer and co-worker interactions
- Be on time and a team player to meet the customer needs
- Adhere to security and technical requirements at all times
- Meet the key performance metrics of quality, productivity, and attendance per the program requirements
- Other support as required

Required Qualifications

- Minimum of some High School Diploma/GED or equivalent combination of experience/education;
- Excellent professional verbal and written communication skills

- Strong computer skills including the ability to navigate the Internet and other computer programs with ease;
- Ability to sit for long periods of time and duration of shift
- Ability to hear, speak, and use a headset; use a phone
- Ability to type and use a mouse/computer
- Ability to multitask (speak and type at the same time)

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For more information, or to apply now, you must go to the website below. Please DO NOT email your resume to us as we only accept applications through our website.

<https://www.applicantpro.com/openings/skybridgeamericas/jobs/1462514-166999>