



Language Service Facilitator

Description

Winnipeg-based CanTalk (Canada) Inc, a global language telecommunications corporation, has immediate positions available for an OnSite French - English Language Service Facilitator (Technical Support Customer Service Representative and Interpreter).

English Language Service Facilitator: provides first-level customer and technical support for online ticketing platforms (such as theme parks). They assist customers who experience issues with their purchases—such as not receiving tickets—by troubleshooting the problem, guiding them through solutions, and ensuring the issue is resolved efficiently, often while supporting communication in multiple languages.

Duties

- Receiving Inbound customer service calls
- Providing excellent customer support for multiple accounts in requested language.
- Handling on-demand calls, understanding and rendering the meaning of conversations between French and English speakers.
- Working with internet-based software.
- Identify customers' needs, clarify information, research the issue and provide solutions and/or alternatives.
- This position may lead to cross training on various customer service accounts as

Closing Date

May 31, 2026

Categories

Services

Employer

Cantalk Canada Inc

Location

Downtown

Address

70 Arthur St. Winnipeg, R3B 1G7

Job Type

Temporary

Education Level

High School

Wage

\$16.00 - \$16.45

Email

required.

- Assist on inbound calls from various clients who require interpretation services.

Qualification

Qualification/ Job Requirements

- Must be legally entitled to work in Canada.
- 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 tasks at the same time in fast paced working environment.
- Must have good proficiency in computers including ability to type 30 wpm
- Must be able to work with multiple computers 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 may be required to provide and maintain **satisfactory** criminal record check.

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Phone

(204) 786-0156