

Bilingual Customer Service Representative

Are you looking for an opportunity to be a part of a growing company? Are you bilingual in French and English? If so, we are looking for a qualified and experienced ***Bilingual Customer Service Representative*** to join our team.

Key Responsibilities:

- Provide bilingual customer service in a professional and courteous manner
- Receive incoming orders via phone, email and fax
- Process orders and provide delivery or order status information to customers
- Check orders for accuracy
- Work with other team members to solve any customer inquiries or issues
- Prepare daily/monthly reports using Excel
- Review/Proofread documents in French
- Assist with French request for proposals
- Additional duties as assigned

Qualification Requirements:

- **Bilingual** proficiency in both French and English
- Excellent communication and interpersonal skills (oral & written)
- Previous customer service experience and pleasant telephone manner
- Ability to work both independently and as a team member
- Detail orientated, highly organized, with the ability to recognize discrepancies
- Willingness to learn and adapts well to change
- Strong Proficiency in MS Office (Advanced Excel and Word)
- Experience with Microsoft Dynamics NAV an asset, but willing to train.
- Post-secondary education

Job Types: Full-time, Permanent