



JOB POSTING

Job Title: Bilingual Customer Service Representative

Department: Customer Service

Date: January 5, 2012

Closing Date: January 13, 2012

The purpose of Customer Service Representative is to receive, investigate and resolve customer complaints/claims in a quick, efficient and timely manner. The end result is to leave the customer feeling satisfied with our company so that they will choose us again in the future.

Duties and Responsibilities:

Customer contact

- Receives customer requests/complaint/claim by telephone, mail, or email and responds to the complaint in a timely manner
- Listen/review to the complaint/claim
- Show empathy to customer at all times
- Contacts customers to ascertain data omitted on complaint
- Commit to an investigation and resolution

Investigation

- Contact each party involved with move as required
- Request reports on the complaints received
- Request that training/improvements continue in these areas
- Assign and monitor service providers

Resolution

- Provide customer with information received
- Advise customer of action that will be taken to resolve complaint or how claim will be settled
- Assure the customer that improvements are being made in the area of their complaint

Qualifications:

- High school education or equivalent
- Excellent French language skills, both verbal and written
- Incumbent is required to have 5 years progressive customer service and/or claim related experience
- Previous experience resolving customer service issues
- Excellent investigative skills
- Must work well under pressure, be able to juggle many projects simultaneously

- Must also have an excellent sense of priorities
- Excellent interpersonal and communication skills
- Good command of the English/French language and grammar
- Ability to compose correspondence in both English and French
- Ability to work well within a team environment
- Pleasant telephone voice/manner
- Computer skills, Microsoft Office/ g-mail/internet
- Ability to listen, stay calm and empathetic and diffuse a tense situation
- Provide back-up support to other group members in the performance of job duties as required
- Attends regular departmental meetings
- Performs other related duties as assigned by management

Interested applicants, please submit your resume with a cover letter to [careers @uvl.ca](mailto:careers@uvl.ca) no later than **Friday, January 13, 2012.**