

BILINGUAL CUSTOMER SERVICE REPRESENTATIVE

Overview:

Founded in 1976, Riverside Opticalab LTD has been a world leading manufacturer and supplier of optical solutions. Recognized eyewear innovator and industry pioneer of High-Definition eyewear technology (Persona ®), Riverside Opticalab LTD has positioned itself as a groundbreaking entity that has brought high-end solutions to their much-valued customers.

General Description of Duties:

Answers phone to respond to orders, general customer inquiries, invoice questions, and customer complaints. Project a professional company image through phone interaction.

Job description:

The successful candidate will be responsible for but not limited to the following tasks;

- Answer phones and respond to customer requests.
- Confer with customers by telephone in order to provide information about products and services, to take orders, or to obtain details of complaints.
- Obtain and examine all relevant information in order to assess validity of complaints and to determine possible causes.
- Provide customers with product and service information.
- Identify, research, and resolve customer issues using the computer system.
- Explains charges for services requested.
- Refer unresolved customer grievances to designated departments for further investigation.
- Transfer customer calls to appropriate staff.
- Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Follow-up on customer inquiries not immediately resolved.
- Recognize, document and alert the supervisor of trends in customer calls.
- Recommend process improvements.
- Other duties as assigned.

Skills: You possess 2-3 years' experience (Would be considered an asset) in a similar position preferably in an eyewear optical environment.

You are seen as a person with a sense of initiative and your ability to work in a team.

You are seen as a talented person as it relates to your communication skills and have an ability to foster and maintain good relationships with people that you interact with.

You are an individual that works well under minimal supervision.

You are a person that likes challenges and is quite organized and have a great sense of priority.

Bilingual candidate required (English and French)

Job Types: Day shift, Full-time, Permanent

Hours from 9:00 am to 5:30 pm

Salary: From \$17.00 per hour (depending on experience)

Benefits:

- Casual dress
- Dental care
- Disability insurance
- Employee stock purchase plan
- Extended health care
- Life insurance
- On-site parking
- Paid time off
- Vision care

REF: JA-001

We thank all candidates who choose to apply; however only selected candidates will be contacted for an interview.