



Position: Customer Service Representative – Bilingual Chat Agent

Rate: \$17.50/hour

Position Reports To: Service Leader, Contact Centre

If you are looking to join a dynamic and diversified team in a fast paced environment that values and respects both its customers and employees then Tribal Wi-Chi-Way-Win Capital Corporation (TWCC) will be an excellent fit for you. TWCC has opportunities for **Bilingual Chat Customer Service Representatives** within its Contact Centre with paid training commencing in April, 2023.

Job Overview:

Successful candidates will provide exceptional service to customers requiring information, support and guidance in an **inbound Contact Centre with no sales component**. All successful candidates must complete four weeks of paid training.

Summary of Accountabilities:

- Meet or exceed established performance targets (attendance, call quality, call handling time)
- Provide complete and accurate information in a professional, courteous and pleasant manner
- Identify customer's needs through effective probing and listening
- Recommend appropriate options and solutions to fulfill customer's need
- Complete post call documentation accurately and timely

Required Skills and Attributes:

- French Bilingual
- Live chat experience preferred;
- Excellent writing and grammar skills;
- Excellent typing skills (for quick response time);
- Demonstrates multitasking skills to chat with 3 potential clients at a time;
- Excellent customer service skills providing a positive customer experience with every call;
- Proven effective communication skills (listening/verbal/interpretation)
- Multi skilling (reading, keying and listening)
- Strong keyboarding and computer skills including an ability to assist with smart phone and multiple PC applications (ie. internet and smart phone navigation)
- Ability to function in a dual monitor and multi program computer setup;
- Drive for helping customers and providing engaging, polite, professional and helpful service;
- Team player; coachable and open to feedback

TWCC will conduct, at no cost to the applicant, a Personal Enhanced Reliability Check (PERC) clearance issued by the Government of Canada. Candidates will be required to provide 2 pieces of valid Government ID prior to employment.

Please upload a personal resume and cover letter via <https://careers.twcc.ca/> or click on QR code to be directed to the website:



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Thank you for applying, only those selected to progress to the interview process will be contacted.