



JOB POSTING

POSITION: Bilingual Customer Service Representative
STATUS: Full-Time
LOCATION: Kohl & Frisch Limited (Concord, ON)
REPORTS TO: Team Leader, National Contact Centre
DEPARTMENT: Customer Service

Primary Role of This Position

In this role, the Bilingual Customer Service Representative provides customer service excellence to Kohl & Frisch (K&F) customers with regards to order placement and issue resolution.

Major Responsibilities

- + Responsible for several key customer service tasks, including order entry and the resolution of customer issues and inquiries
- + Empowered to build relationships with customers by “owning” customer issues, being responsive and proactive, and consistently providing a high level of customer follow-up and service

Education and Experience

- + High school graduate
- + Previous customer service or call centre experience is a strong asset

Qualifications

- + Capable of handling a large volume of calls while maintaining professional and efficient service
- + Ability to think problems through and recommend creative solutions to nonstandard customer issues
- + Excellent communication and interpersonal skills
- + Demonstrated ability to work in a team environment
- + Ability to communicate effectively (verbally and written) in a professional manner with K&F customers and internal K&F departments
- + Strong computer skills (Microsoft Office applications), good typing skills
- + Good work history including performance, attendance, etc.
- + Must be able to work independently with limited supervision
- + Proactive nature, high attention to detail, and takes initiative

Hours of Work

Must be available to work a flexible shift schedule Monday to Friday between 8:00 a.m. to 10:00 p.m.

How to Apply

If you are interested in applying, please submit a cover letter and a résumé to: emartins@kohlandfrisch.com.

Please ensure you specify the job title, **Bilingual Customer Service Representative**, in the subject line of your email.

Kohl & Frisch would like to thank all applicants for their interest. Only those candidates who are selected for an interview will be contacted. Kohl & Frisch Limited welcomes applications from individuals with disabilities and provides accommodations upon request for candidates taking part in the selection process.