



JOB POSTING

POSITION:	Bilingual Customer Service Representative
STATUS:	Full-Time
LOCATION:	Kohl & Frisch Limited (Concord, ON)
REPORTS TO:	Customer Service Manager
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 center experience is a strong asset

Qualifications

- + Fluent in both English and French
- + 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)
- + Strong typing skills
- + Must be able to work independently with limited supervision
- + Proactive nature, high attention to detail, and takes initiative
- + Must have access to internet and a quiet environment at home to work as we are currently working from home

Hours of Work

Must be available to work a flexible shift schedule Monday to Friday between 8:00 am to 10:00 pm (***shift for this opening is 1:30pm – 10:00pm, Eastern Standard Time***)

How to Apply

If you are interested in applying, please submit a cover letter and a résumé. Please ensure you specify the job title, **Bilingual Customer Service Representative, Concord**, in the subject line of your email.

Please send all applications for this role to: mrooms@kohlandfrisch.com

Kohl & Frisch would like to thank all applicants for their interest. Only those candidates who are selected for an interview will be contacted.