

# Bilingual Customer Care Specialist

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| <b>Reference No.:</b>   | 1D0FF                             |
| <b>Language:</b>        | Advanced English, Advanced French |
| <b>Location:</b>        | Markham-Ontario                   |
| <b>Public Transit:</b>  | Yes                               |
| <b>Salary:</b>          | 55K - 57K                         |
| <b>Benefits:</b>        | Included                          |
| <b>Account Manager:</b> | Marijke Kanters                   |
| <b>Email:</b>           | resumes@nevian.com                |
| <b>Job Type:</b>        | full time permanent               |

## Description

Our Client a provider of quality healthcare insurance is currently looking for a Bilingual Customer Care Specialist who will be reporting to the Director, the Bilingual French - Customer Care Specialist is responsible for responding to inquiries from clients through inbound calls, web chat or email. We're looking for candidates who are able to multitask, stay organized while providing superior customer service. You will be expected to be an active team member by supporting work efforts, providing feedback and contributing to team productivity. This is a permanent, full time, salaried role with eligibility for a robust benefit plan. Hours: 8:00 am - 8:00 pm (8 am-4pm or 12-8 pm) 40 hours per week. Salary 55K, full benefits, RRSP's, 3 weeks vacation and 5 PPT days and much more. This is an In Office role. Great organization!!

## Responsibilities

- Provide and maintain a high standard of customer service to client organizations, their families and guardians as well as service providers
- Answer incoming calls, respond to emails and maintain chat communication regarding general inquiries, policy coverage and/or claims in a timely, accurate and relevant manner
- Communicate appropriately based on the situation, using empathy and adjusting tone as needed in sensitive situations
- Maintain accurate data entry; organize and work with detailed records to access, search and retrieve information efficiently
- Create accurate notes of each interaction in our database
- Contribute to and maintain document management activities (filing & storing of documents, inventory or research activities)
- Responsible for resolving customer complaints in a professional and timely manner
- Liaise with other departments to solve queries as necessary
- Actively engage in continuous learning and development, including expanding knowledge of the companies products & processes
- Availability to be flexible to work a variety of shifts, on rotation, based on the needs of the business

## Qualifications

- Minimum of 3 years' experience in a Contact/Call Centre environment
- Excellent written communication skills with the ability to compose professional correspondence in English & French
- Completion of Secondary School, College Diploma, or Degree, or equivalent combination of education and experience
- Insurance experience would be an asset
- Excellent customer service attitude with an ability to demonstrate this while taking calls
- Solid teaming skills to work collaboratively in a positive, energetic and outgoing manner
- Comfortable adapting to new situations with the ability to perform well, negotiate and problem solve in dynamic situations
- A strong attention to detail with the ability to multi-task
- Ability to maintain high-level of confidentiality of clients' information
- Tech-savvy with the ability to learn new computer systems and work with industry related software programs
- Experience using Microsoft Office (Word/Excel/Outlook), Adobe Reader, Internet Search Engines (Google Chrome, Mozilla, IE)
- Excellent verbal & telephony skills with the ability to maintain a calm and professional demeanor
- Ability to communicate in additional languages are an asset