 **Bilingual Customer Service Representative**

Adecco is currently hiring several, full-time Bilingual Customer Service Representative for our client located in Ottawa. This position is a temporary role that will lead to a permanent, full-time opportunity based on work performance during the 5-week training period. To qualify for this Bilingual Customer Service Representative role, you must have previous experience in a customer support role through a contact center and bilingualism is required. Some knowledge in relocation, residential real estate, residential mortgages, legal or finance is also an asset.

Our client is all about mobility. Join one of the leading companies in global talent mobility, partnering with some of the largest organizations in the world to keep their employees on the move. This opportunity pays $16.41/hr and is Monday to Friday 37.5 hours a week. You will be required to work an 8-hour shift work schedule that will vary between the hours of 8am-8pm.

Bilingual Customer Service Representative Responsibilities:

* + Receive phone calls, emails, and online chat requests, providing answers about the relocation policy to our customers
  + Effectively solve customer inquiries
  + Identify customers’ needs, understand and clarify the information
  + Research every issue to provide solutions
  + Collaborate with your team and other team members to solve problems and share knowledge
  + Build sustainable relationships and engage customers by going the extra mile.
  + Work with minimal supervision in a fast-paced environment
  + Perform various administrative tasks to support the Contact Centre

Bilingual Customer Service Representative Qualifications:

* High school diploma or equivalent
* Previous experience in a customer support role through a contact center
* Strong phone and verbal communication skills
* Familiarity with Customer Relationship Management (CRM) systems and practices
* Customer focus and adaptability to different personality types
* Ability to communicate clearly when handling different topics
* Ability to assume additional responsibilities and work flexible hours as required
* Ability to multitask, set priorities, and manage time effectively
* Bilingualism is required

Why Work for Adecco?

• Great pay + 4% vacation pay

• Paid weekly – accurate and on time

• Medical and dental benefits once qualified

• Strong health and safety programs

• Flexible shifts

• Generous referral bonuses

• Free training programs

If you are interested in this Bilingual Customer Service Representative position in Ottawa, apply by clicking the “Apply now” button below.

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