 **Bilingual Relocation Assistance Agent**

Adecco is currently hiring several, full-time Bilingual Relocation Assistance Agents 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 Relocation Assistance Agent 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 $18.46/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 Relocation Assistance Agent Responsibilities:

* Receive calls, emails, online chat requests and video chat, providing relocation policy advice to our customers
* Effectively resolve complex relocation problems within the constraints of the relocation policy
* Contact appropriate individuals for urgent and emergency requests to ensure requests are handled in a timely manner
* Complete all daily assigned call backs and follow ups to ensure customer satisfaction
* Identify areas of opportunity and utilize your skill and knowledge to suggest improvements
* Effectively manage your time while working in a fast-paced environment
* Establish the customer’s relocation budget in accordance with the relocation policy, and the standard operating procedures
* Provide direction and information to customers and from time to time service providers as required to ensure excellent coordination and execution of work with minimal disruption
* Various administrative tasks including record keeping and data entry

Bilingual Relocation Assistance Agent Qualifications:

* Knowledge in relocation, residential real estate, residential mortgages, legal or finance is an asset
* Professional, self-starter with the ability to assume additional responsibilities and work flexible hours as required
* Previous experience in a customer support role through a contact center
* Good interpersonal and communication skills
* Superior customer service skills and orientation
* Collaborative style needed
* Ability to maintain professionalism at all times under stressful situations
* Strong organizational skills
* Ability to plan and manage work under time constraints, without direct supervision
* College/university graduate or 3-5 years of customer service experience
* 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 Relocation Assistance Agent position in Ottawa, apply by clicking the “Apply now” button below.

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