

Fashion Biz Canada – English and French speaking Bilingual Customer Service Representative.

Job Description

Fashion Biz Canada is currently seeking a Permanent, Full Time English and French speaking Bilingual Customer Service Representative.

With a head office in Auckland, New Zealand, we are a 32 year old privately held firm with offices and distribution centers throughout New Zealand, Australia, Canada and the United States. Our website is www.bizcollection.ca

Our ideal candidate would be an energetic, highly motivated, quick learner with positive attitude. We offer excellent work environment, competitive compensation, benefits and on-going training.

Previous experience in customer service and/or telemarketing would be considered an asset but is not mandatory. Job specific training will be provided.

RESPONSIBILITIES:

- Meet and greet customers and clients (currently we have a no contact pickup/drop off policy in place).
- To provide support to clients by consulting, identifying concerns/issues, collecting information and providing solutions.
- Responding to inbound calls and making follow up calls.
- Qualify and channel customer inquiries to the correct department.
- Follow guides and manuals to assist with the solution process.
- Take customers' orders over the phone, via fax and/or email.
- Attend to day to day clerical duties.
- Data processing, issuing RA #s etc.
- Other areas of administration as and when required.

REQUIREMENTS:

- Proven track record of providing excellent customer service.



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1-855-424-9226

Phone 604-569-2599

Fax 604-569-3577

Website www.fashionbiz.ca

----- · Highly organized with an eye to the details **to ensure excellent, accurate results, every time.** -----

- Good computer skills required.
- Strong command of the English and French languages.
- Team player with a positive attitude.
- Ability to work independently.
- Ability to work effectively as a team.
- Requires basic reading and arithmetic skills.

Please submit your resume and cover letter to daryl@fashionbiz.ca stating why you would be the best candidate for this position.

Start Date: Immediate Opening

Compensation: To be negotiated.

Work Schedule: Monday to Friday – 08.00 AM to 4:30 PM (Full time).

We thank all applicants; however only those selected for an interview will be contacted.