

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

Location: GTA – Richmond Hill, On, Canada

### **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](http://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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Burnaby, BC V5J 0C7, Canada

**Toll Free** 1-855-4 BIZ CAN  
1-855-424-9226

**Phone** 604-569-2599

**Fax** 604-569-3577

**Website** [www.fashionbiz.ca](http://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](mailto: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.