

Job Title: Bilingual Customer Service Coordinator

Job Type: Permanent, full-time

Division: Bennington

Reporting to: Manager, Customer Service

Summary:

This full-time position reports to the Manager, Customer Service. The candidate will be responsible for answering all telephone and email inquiries from customers, brokers and internal personnel relating to active, up-to-date lease contracts. The position also involves following up for expired insurance certificates and negotiating insurance claims. Team members in this role receive exposure to a large number of internal processes and departments. They deal directly with brokers and work to find mutually workable solutions for our strategic partners.

The position also provides switchboard relief and scanning of all customer service related documents.

Requirements:

The successful applicant will have a strong attention to detail and have the ability to work well under pressure and tight deadlines. A positive attitude with the ability to work well both in a team environment as well as individually is crucial. The applicant must be able to remain calm under pressure in a deadline oriented environment, with the capability to effectively manage competing priorities and timelines.

The successful candidate must be organized and accurate. Strong written and oral communication skills are required and proficiency in Microsoft Office is a must.

Qualifications:

A University or college degree with a Business background is required (or equivalent work experience). Applicants must have 1-2 years of experience in a similar role.

Bilingualism in English and French is required.