

Customer Service Agent – Full Time

The Customer Service Agent, Technical Support is responsible for assisting customers in resolving technical issues with products in a professional manner and with the utmost respect for defined standards in terms of quality of service and productivity.

Main responsibilities

- Respond to customer calls and emails
- Assess and understand customer needs and expectations
- Propose the best possible alternatives to customers
- Entry and processing of service requests
- Act on technical advancement opportunities
- Follow up on service requests to ensure resolution
- Facilitate communications between customers, sales representatives, technicians and customer service representatives
- Process customer feedback requests
- Process and track returns to suppliers
- Monitoring of cellular and network coverage

Qualifications

- Secondary school diploma (DES)
- 3 years of relevant experience
- Mastery of the Microsoft Office suite (Word, Excel, Outlook).
- Excellent communication skills in French and English, both orally and in writing;
- Knowledge of the telemetry industry (asset).

Knowledge and skills

- Good knowledge of office automation and accounting software;
- Knowledge of the automotive industry or telemetry (asset).
- Skills and abilities required
- Excellent communication skills in French and English, both orally and in writing;
- Highly developed sense of resourcefulness and organization;
- Autonomy, initiative and high sense of responsibility;
- Great ability to work in a team;
- Versatility and flexibility;
- Rigor, concern for excellence and meticulousness;
- Sharp sense of customer service and irreproachable professional ethics;
- At ease in a dynamic and fast-paced work environment.

We offer our employees various benefits, including:

- Location easily accessible by public transport or by car with free parking;
- Competitive salary;
- Comprehensive group insurance program;
- Free Nespresso or fresh ground coffee, at your fingertips, and at will;
- The opportunity to join a talented team, and share the excitement of strong business growth!

We look forward to welcoming you on board!

We thank all who apply in advance, but only those selected for an interview will be contacted.