

Job description – PM SHIFT

FRENCH Client Care Representative – Call Center Operations

Overview

The role of a bilingual (French) client care representative is to provide superior customer service with an English, Quebec or French speaking shareholder base and meet the desired goal set out by the mandate we have been retained to assist with. Our campaigns are not necessarily highly French speaking but we are seeking a candidate to be able to both English and French shareholders is a requirement.

Shift line – Monday to Thursday (5 pm to 11 pm EST) and Saturdays (10 am to 6 pm) and flexible to extra hours and Sunday shifts based on business needs.

Duties:

- Handle multichannel communication with stakeholders which includes but is not limited to inbound, outbound, email, etc...
- Must be able to comprehend key concepts and terms during training of campaigns in order to effectively explain information, reasons and benefits to shareholders to achieve the required goal.
- Perform in depth research to locate contact information for stakeholders.
- Cold calling brokers and financial institutions to determine who potentially holds the client's stock.
- Communicate key messaging based on each client's needs in order to meet the required goal, (examples are recording votes, assisting with tendering shares, subscribing or participating in offers, convincing stakeholders to use our services or acting in an information agent role).
- Document all call information according to the call centers standard operating procedures thus gathering and reporting intelligence as required, (based on individual client needs and reporting back to Call Center Managers and Director, stakeholder sentiment on a daily basis.
- Meet targets and deadlines based on each individual campaign.
- Reports any issues, concerns, objections that arise and material affect a call campaign immediately to the call center support group.
- Meets expectations with a focus to exceed call center KPI Metrics.
- Flexibility to work extra hours as needed during peak season and on priority campaigns.
- Perform administrative duties as needed by Call Center Manager or Director.
- Any other ad hoc duties as required by Call Center Manager or Director.

Skill Set required:

- Displays excellent critical thinking, problem solving and conflict resolution skills.
- Ability to speak articulately, professionally with excellent voice inflection.
- Excellent interpersonal, written, and oral communication skills.
- Display proper judgement on when to escalate calls as needed.
- Displays awareness by not assuming if they are not sure of what response to provide.
- Should have excellent listening skills, be able to ask effective probing questions.
- Detail oriented and has the ability to effectively document comments based on interaction with stakeholders.
- Ability to adapt to changing conditions related to workload and be able to work in high pressure situations.
- Learn campaign content at a fast pace.
- Solid knowledge of Microsoft Office suite (Outlook, Word and Excel).
- Show initiative and provide recommendations to improve call center processes and procedures.
- Enjoy working in a client-focused, structured and goal-oriented environment.
- Excellent work ethic with the ability to follow direction, work independently with little supervision and manage multiple priorities (multitasking skills).
- Must be able to demonstrate strong influencing and closing skills.

Education:

- College/university educational background is preferred.
- Bilingualism certificate or proper employment history working with and speaking to Quebec or French customers.
- Knowledge or education in finance/business, previous work in the financial industry or proxy solicitation business is an asset but not required.