



**POSITION DESCRIPTION**

Position Title:	Specialist, Technical Support (Bilingual)	Position #:	EO920ONT. Specialist, Technical Support (Bilingual)
Department:	Engineering and Operations	Salary Zone:	CC5
Revision Date:	November 2017	Manager's Title:	Supervisor, BCC Technical
<p><b>POSITION SUMMARY:</b> In accordance with established procedures, policies and available tools, the incumbent is responsible for handling incoming calls from all Cogeco systems in a timely and professional manner and providing first level technical support for CATV/Tivo and Internet/VOIP subscribers. Mandate is to provide technical support, resolve customer issues, and ensure an optimal level of quality customer service in both French and English.</p>			
<p><b>KEY RESPONSIBILITIES</b></p> <ol style="list-style-type: none"> <li>1. Provides first level technical support for all Cogeco products (e.g. Analogue / Digital TV, Internet, VOIP, etc) and answers other types of inbound customer inquiries for all systems. Offers customized solutions and options while responding to questions or problems that are raised by the customer.</li> <li>2. Troubleshoots and resolves technical issues using established diagnostics tools and procedures. Handle escalations from French customers as required.</li> <li>3. Responsible for accurate data input using prescribed applications.</li> <li>4. Analyses customer requests for locates, burials and service calls and takes appropriate action. Identifies area-wide service interruptions for all locations and alerts appropriate staff in a timely manner.</li> <li>5. Resolves service discrepancies and credits customer accounts.</li> <li>6. Highlights the features and benefits of cable television and broadband services by confidently handling competitive issues with an approach that will incite customers to choose Cogeco as their exclusive service provider. Make all required efforts to retain customers that express their intent to cancel their subscription or downgrade their services.</li> <li>7. Assists with other departmental requests as required and performs special projects as assigned.</li> <li>8. As part of their work, employee must take all necessary measures to ensure their own health and safety, and that of their co-workers and the public in general. They must use available personal protective equipment at all times, and comply with all Health &amp; Safety instructions, guidelines, policies and procedures issued by the Company.</li> <li>9. To support Cogeco's ultimate goal of providing excellent service to current and potential customers, the incumbent must be constantly attentive and responsive to both external and internal customers' needs and assist in the resolution of any issues or concerns in a timely and professional manner while ensuring that the solution meets the customer's needs.</li> </ol> <p>At Cogeco, diversity is an essential asset to our organization's performance. We are committed to providing equal opportunities to all qualified individuals wishing to join our company, regardless of cultural and individual differences. We strive to build teams which reflects the diverse profiles and backgrounds of both the customers and communities we serve, firmly believing that this distinguishes Cogeco from competitors and contributes to our signature of excellence.</p>		<p><b>ESSENTIAL QUALIFICATIONS</b></p> <p><b>ACADEMIC TRAINING</b></p> <ul style="list-style-type: none"> <li>• High school diploma required.</li> <li>• Post secondary education preferred</li> </ul> <p><b>LANGAGES SPOKEN</b></p> <ul style="list-style-type: none"> <li>• Fluently bilingual in both written and oral communication skills in French</li> </ul> <p><b>WORK EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Previous experience in customer service environment, preferably in the call center industry</li> <li>• Minimum 2 years previous experience in a call center environment</li> <li>• Proven customer service skills, superior first call resolution skills.</li> </ul> <p><b>SPECIFIC COMPETENCIES</b></p> <ul style="list-style-type: none"> <li>• Demonstrated interpersonal skills with a winning customer service attitude and professional phone etiquette.</li> <li>• Detail oriented with the ability to analyze and troubleshoot customer issues.</li> <li>• Self motivated with the ability to take initiative and resolve problems independently. Monitors own quality of work.</li> <li>• Open to change with a learning attitude towards work and to contribute to teams.</li> <li>• General understanding of broadband, telecom, cable and internet industries is an asset.</li> <li>• Flexibility required with respect to hours of work as the incumbent may be required to work rotating shifts in a 24/7 environment including days, evenings, weekends and general holidays. Hours of work are subject to change as business needs evolve.</li> <li>• Demonstrated knowledge of Browser settings (Internet Explorer) and e-mail (Outlook Express).</li> <li>• Strong troubleshooting skills. Detail oriented with the ability to analyze and resolve customer issues.</li> <li>• Self motivated with the ability to take initiative and resolve problems independently. Monitors own quality of work.</li> <li>• Must have previous experience working PCs and demonstrated navigation abilities within a Windows environment.</li> </ul> <p><b>PHYSICAL DEMANDS AND VISUAL ACUITY</b></p> <ul style="list-style-type: none"> <li>• n/a</li> </ul> <p><b>NOC CODE : 1453</b></p>	