



Position Title:	Bilingual Sales and Service Rep	Position #:	RS920ONT. Bilingual Sales and Service Rep
Department:	Consumer Market Sales	Salary Zone:	CC5
Revision Date:	November 30, 2017	Manager's Title:	Supervisor Burlington Contact Centre

POSITION SUMMARY: In accordance with established policies, procedures and available tools, the incumbent is responsible for handling incoming calls from Cogeco systems in a timely and professional manner. Depending on business need, mandate is to maximize sales opportunities, resolve customer issues, handle inquiries from customers wishing to downgrade or disconnect Cogeco service and ensure an optimal level of quality customer service in both French and English.

KEY RESPONSIBILITIES

1. Answers customer phone inquiries for all systems. Offers customized solutions and options while responding to questions or problems that are raised by the customer
2. Responsible for accurate data input using prescribed applications and processes for all customers' add, move and change requests.
3. Promotes and up-sells products and services with each customer contact and schedules and inputs order requests.
4. 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 down grade their services.
5. Resolves billing inquiries and service discrepancies. Credits and debits customer accounts. Initiates customer refunds for all systems and submits to supervisor for approval.
6. 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.
7. Assists with other departmental requests as required and performs special projects as assigned
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 & Safety instructions, guidelines, policies and procedures issued by the Company.
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.

ESSENTIAL QUALIFICATIONS

ACADEMIC TRAINING

- High school diploma required
- Post secondary education preferred

WORK EXPERIENCE

- Previous experience in customer service environment, preferably in the call centre industry.
- 2-4 + years in previous experience in a call centre environment.
- Proven customer service skills, superior first call resolution skills.
- Demonstrated knowledge of Cogeco Process and internal procedures.
- Performance at a high standard and consistently meets all KPI expectations.

LANGUAGES SPOKEN

- Fluently bilingual in both written and oral communication skills English and French.

SPECIFIC COMPETENCIES

- Demonstrated interpersonal skills with a winning customer service attitude and professional phone etiquette.
- Detail oriented with the ability to analyze and troubleshoot technical issues.
- Self motivated with the ability to take initiative and resolve problems independently. Monitors own quality of work.
- Open to change with a learning attitude towards work and to contribute to teams.
- Prior sales and/or telephone sales experience is required. Basic accounting knowledge is an asset.
- Must have previous experience working PCs and demonstrated navigation abilities within a Windows environment.
- General understanding of broadband, telecom, cable and internet industries is an asset.
- 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.

PHYSICAL DEMANDS AND VISUAL ACUITY

- n/a

NOC CODE : 1453

At Cogeco, diversity is an essential asset to our organization's performance. We are committed to providing equal opportunities to all qualified individuals, 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.