

## **Bilingual Customer Care Advocate** Blue Ocean Contact Center

As a **Bilingual Customer Care Advocate** at Blue Ocean Contact Centers, you will answer incoming calls, e-mails, correspondence and web-based inquiries from customers across Canada. This will include answering general inquiries about brand specific automotive products, warranties, services and providing added value to our callers. Regular outbound work will be required to support client needs.

### **Your major responsibilities will be to:**

- Deliver “World Class Customer Service” and build customer satisfaction and loyalty
- Provide telephone, e-mail, correspondence and web-based product or service support for various services, warranties and products in both French and English
- Quickly and effectively assess and resolve challenging situations
- Apply active listening skills to resolve customer concerns
- Fulfill customer expectations while complying with established policies and procedures
- Learn and utilize available tools and resources to meet the client’s needs

### **As a successful applicant, you:**

- Have superior customer service skills
- Have previous experience in dealing with challenging customer service situations
- Possess ability to manage customer expectations while establishing credibility and rapport with customers
- Possess exceptional decision making skills
- Have the ability to understand and apply best “problem resolution” practices
- Have the maturity to balance customer loyalty with business objectives
- Have the ability to recognize opportunities to enhance the customer experience
- Must be able to work independently while working cohesively within a team environment
- Possess a collaborative “what-ever it takes” attitude and flexible work ethic
- Confidentially handle information in a professional manner
- Possess excellent multi-tasking skills, attention to accuracy, detail and strong organizational skills
- Possess superior written, verbal communication and listening skills in both English and French languages
- Have intermediate to advanced computer training/experience (skill and accuracy testing will be administered at the time of the in person interview)
- Must be reliable and committed
- Have previous 1-2 yrs experience in an inbound, technical, or analytical contact center environment
- Must successfully pass a criminal record check