

BILINGUAL CUSTOMER SUPPORT REPRESENTATIVE

Are you interested in working at a fast growing, entrepreneurial company? Do you want the experience of a Toronto career here in Niagara? If you do, then the **Bilingual Customer Support Representative** position is for you!

We satisfy consumers' needs to protect themselves in a simple and cost effective manner. We offer solutions to affordably protect business assets and families, while helping to maximize return from business operations. Our products are truly DIY, as they come with all accessories required allowing them to be set up hassle-free.

Our products are sold worldwide through various distribution channels, which include mass merchants, electronics retailers, warehouse clubs, home improvement retailers, office supply retailers, direct response television, mail order catalogues, directly, online retailers, and distributors. Our products are primarily utilized by small businesses and home owners.

SVAT ELECTRONICS designs, manufactures and markets do-it-yourself (DIY) video surveillance products and other consumer electronics products.

The successful candidate will be responsible for:

- Provide fast and accurate answers to questions from customers, managers, fellow team members and the general public
- Multi-task using different media
- Provide fast and accurate answers to customer questions
- Interpret and provide instructions orally and in writing
- Communicate effectively via email by utilizing soft skills, proper grammar and punctuation skills
- Communicate clearly via telephone by utilizing active listening, soft skills, and clearly speaking to the customer

The qualified candidate will possess the following qualifications:

- High School Diploma (OSSD) required
- Fully bilingual in either Spanish or French
- Relevant College or University program beneficial
- Experience and or a keen interest and understanding of electronics
- Experience in a fast paced customer service setting
- Direct work experience dealing with difficult customers via phone or email
- Experience using Microsoft office products including: Excel, Word, Outlook
- The ability to multitask, learn quickly and easily adapt to a changing environment

Qualified candidates are encouraged to apply online by visiting <http://www.svat.com/hr.php> and selecting the "Apply for a Position Now" button. Only online applications will be considered. If selected for an interview you will be contacted by Human Resources, please do not contact us by phone or in person.