

Bilingual Customer Support Representative

CWD (Circus World Displays Ltd.) owns and operates 4 divisions and over 30 brands. Our divisions include SVAT Electronics, Tronics International, BlueTronics Group and RDS. CWD was established in 1961 and has become an innovator in the consumer electronics world.

We are experiencing growth in our Support department which has resulted in the need for a Bilingual Customer Support Representative.

Job summary: To provide exceptional Customer Support that exceeds our customer's expectations'.

The successful candidate will be responsible for:

- Responding to and receiving internal and external technical support for product inquires
- Providing fast and accurate answers to questions from customers, managers, fellow team members and the general public
- Setting up and issuing Return Material Authorizations to customers and dealers
- Communicating fast and accurate answers to customer questions
- Monitoring reseller websites for negative product reviews and enter reviews into database
- Interpreting and providing instructions orally and in writing at a level appropriate for the audience
- Communicating effectively via email by utilizing soft skills, proper grammar and punctuation skills
- Utilizing communication skills via telephone by thorough active listening, soft skills, and clearly speaking to the customer
- Identifying, correcting or communicating operational issues of products.

The qualified candidate will possess the following qualifications:

- High School Diploma (OSSD) required
- Fully bilingual in French and/or Spanish
- Experience in a fast-paced customer service setting
- Direct work experience dealing with difficult customers via phone or email
- Relevant College or University program beneficial
- Experience and or a keen interest and understanding of electronics
- Experience using Microsoft Office
- The ability to multi-task, 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. Please note that only selected candidates will be contacted for an interview.