



## **Bilingual Client Services Professional**

**LOCATION:** Mississauga, Ontario (CA-ON)

**JOB TYPE:** Full-time, permanent

**HOURS:** 8:30am-5:00pm

**NUMBER OF POSITIONS:** 1

### **Job Description**

#### **ARE YOU LOOKING FOR AN AMAZING CAREER OPPORTUNITY?**

McRae is North America's prime source for visually stunning large format printing, custom metal structures, LED lighting and display hardware across retail, exhibit, and event markets. The impact of your work is extremely important, being seen by the vast majority while representing the world's most prestigious brands and design agencies.

**IF YOU WANT TO BE PART OF A DYNAMIC, HIGHLY SKILLED GROWING TEAM, KEEP READING!**

We are currently seeking a highly motivated self-starter as Full-time Bilingual Client Service Professional, to join our Client Service team. This position will report directly to the Client Service Leader.

#### **Key Accountabilities:**

- Effectively manage large amounts of incoming calls and email
- Identify and assess customers' needs to achieve satisfaction
- Provide accurate, valid and complete information by using the right methods/tools
- Build sustainable relationships of trust through open and interactive communication
- Enter detailed orders with high degree of accuracy
- Communicate and coordinate with internal departments
- Organize workflow to meet customer timeframes
- Follow communication procedures, guidelines and policies
- Ability to resolve customer concerns in a diplomatic manner



## Required Qualifications

### Experience and Education:

- Minimum 2 years' experience as a customer service professional in a business-to-business setting
- High School Diploma or equivalent

### Skills and Knowledge:

- Bilingual in English and French is a must
- Customer service oriented
- Excellent communication and analytical thinking ability
- Solid computer skills and familiarity with CRM systems and practices
- Superior phone contact handling and active listening skills
- Ability to multi-task, prioritize, and manage time effectively
- Capacity to thrive in a fast-paced environment
- Dependable and highly organized
- Outgoing, approachable nature
- Experience in the graphic/printing industry an asset

## Why McRae?

Go ahead. Expect growth. We want you to have a job you're genuinely excited about - as well as opportunities to learn and challenge yourself or mentor others. McRae offers a flexible employee package that can be adjusted to suit the changing needs of your life, including:

- Competitive Wages
- Comprehensive Benefits Package
- Paid Vacation Days
- Employee Discount Program (theatre, attractions, hotels, movies, etc.)