

## Bilingual (English-French) Customer Service Representative

**City:**

Brampton

**Province:**

ON

**Area of Interest:**

Sales and Order Support

### **Bilingual (English-French) Customer Service Representative -18MTH Contract-**

The Customer Service Representative will be responsible for supporting on-line sales by helping potential and existing customers in making the right purchase decision. You will also be responsible for identifying customer product problems and providing viable solutions.

#### **Key Responsibilities**

- Responding to inbound calls and e-mails related to the e-store from consumers, businesses, and Canon partners in order to facilitate e-store sales, determine customer needs and make product recommendations
- Researching and resolving any pre and post-sale issues that arise (payment, stock or shipping issues)
- Providing customer feedback related to the e-store to the IMD team
- Assisting in the set up of product, pricing, marketing materials on the e-store
- Providing on-line support and payment processing assistance to all our online properties

#### **To Succeed, You Will Have**

- High School Diploma or equivalent; Post-secondary education in Photography is preferred
- **Fluently bilingual in English and French**
- 1-2 years' experience in customer support
- Strong analytical skills to assess caller needs
- Good computer and technical skills; a focus on Microsoft Office Suite
- Solid time management and multi-tasking skills

Come and join our team and reap the rewards as we work to take Canon to the next level!

We offer competitive compensation, comprehensive benefits, exceptional growth potential and stability, all within a casual and professional work environment.

While we appreciate all applicant submissions, only those considered to be most qualified will be contacted for further assessment.

Canon Canada Inc. is proud to provide accommodation(s) during the recruitment process. Should you require any accommodations, please indicate this on your application/cover letter and we will work with you to meet your accessibility needs. For any questions, suggestions or required documents regarding accessibility in a different format, please contact us via email

at [accessibility@canada.canon.com](mailto:accessibility@canada.canon.com) or via phone at 1-855-531-3850 or 905-863-8713

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Since 1973, Canon Canada has been the leading provider of consumer, business, professional and medical digital imaging innovation. Technology continuously changes, but our vision and commitment to delivering exceptional solutions and great customer experiences never does.

Headquartered in Brampton, Ontario, with 12 additional offices across the country, Canon is the preferred choice for technology and services that enhance the lives of people and drive business performance. We are committed to the highest level of customer satisfaction and loyalty, and provide 100% Canadian-based service and support for every product we distribute.

Every day our team comes to work excited to tackle real-world challenges, conceive new ideas and develop groundbreaking, innovative solutions — to make a difference for our customers, our business partners, our colleagues and our company.

We're proud of the difference we make for our customers and our business partners, and in the communities where we live and work.