

Customer service advisor (bilingual position)

Administrative assistant with enriched responsibilities

The masculine form is used to lighten the text

Location: 49 Bel-Air, suite 202, Levis, G6V 6K9

Field: Computing applied to telephony and other call center technologies

Company and work context description:

Join a young, dynamic, competent and laid-back team in the realization of projects that will be a refreshing change from the routine of the usual service companies. Here is a chance to work in an industry that is booming since the arrival of IP telephony. Far from being routine, the work at Novo Technologies will give you the opportunity to experience many fields and to extend your area of expertise as well as your autonomy. Novo Technologies remains a leader by believing in the excellence of its resources and promoting training and knowledge sharing.

Novo is a company that is committed to the well-being of its employees and that offers flexible working conditions allowing for work-life balance. Located in downtown Levis, one step away from all services, the Novo office is easily accessible, away from heavy traffic roads, and parking is free.

To learn more about Novo Technologies, visit our Internet site at www.novo.ca

Work description:

Reporting to the Customer Service Manager, the desired candidate is an efficient communicator possessing good judgment and a sense of priorities. His responsibilities are divided in three main duties:

- First line customer services representative :

The desired candidate is the first contact for technical support requests. Using the provided basic analysis tools, the advisor prepares and optimizes the technical advisors' intervention and handles the service case allocation. In particular, the advisor opens the service cases, determines their priority levels and assigns them to the technicians. On behalf of the Customer Service Manager, the advisor follows the time limits for the resolution of problems in relation with the service level that Novo is engage toward its clients.

- Administrative and logistical support for Novo's implementation projects.

The customer service assistant helps the implementation projects manager with the organization and coordination of the Novo solutions implementation operations on the clients' premises. To this end, the advisor provides technicians with logistical support for the transportation, the lodging and other required resources. He is also engaged in the monitoring of the customer satisfaction.

- Service department management support

The customer service assistant helps the manager with the organization and monitoring of the department and also carries out the customer satisfaction follow-up.

Needed skills:

- College diploma in an administrative assistant program, computer science or any other relevant program
- Bilingualism – Excellent abilities to communicate in English and French
- Mastery of the usual office tools (Microsoft)
- Asset: work experience in a call/contact center

If you are interested in joining our team, please send your resume

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