



## CUSTOMER SERVICE REPRESENTATIVE - BILINGUAL

**Centennial Optical**, a leading distributor of frames, sunglasses, lenses and lab services, is looking for a bilingual Customer Service Representative to join their team.

Reports to: Team Lead, Customer Service

Pay scope: Hourly; commensurate with experience

Hours: Monday to Friday: 9am to 5:30pm – Location: Toronto, Ontario

Language: English and French

### Core responsibilities:

- Answering incoming phone calls on the Centennial Optical services line, providing a high degree of professional assistance
- General order entry for optical products
- Process labpak/uncut orders and enter orders in a timely manner
- Monitor e-mails and offer solutions in a timely and efficient manner
- Advise customers on Centennial products and suggest an alternative or corresponding product if an item is out of stock
- Contact customers to inform them of any changes to their order of if there are further delay and to offer a solution
- Review back orders and update client files as necessary
- Maintain a low error rate and high quality assurance rate
- Ensure key performance indicators and other metrics are at an acceptable level
- Ensure workload is current and utility is within range
- Other duties as required

### Desired attributes:

- High aptitude to listen to and retain important information
- Comfortable with computers and using multiple platforms
- Impeccable attention to detail with a process driven mindset
- Professional customer service skills: solutions mindset, educates and explains, disarming nature, collaborative solution finder, passion for the customer and the customer experience
- Polished etiquette and delivery
- Ability to learn quickly and adapt to high pressure environment
- Writes, speaks and presents information effectively
- Develops and maintains good working relationships with others
- Professional and positive interactions with others and is able to establish rapport quickly

If you meet the above qualifications and you would like to join our Customer Service team, please forward your resume in confidence to:

### ***Centennial Optical Limited***

Attention: Human Resources

[humanresources@centennialoptical.com](mailto:humanresources@centennialoptical.com)

We thank you for your interest in our company.

Please note that only those candidates selected for a virtual preliminary testing will be contacted.

[www.centennialoptical.com](http://www.centennialoptical.com)