

BILINGUAL CLIENT SERVICES REPRESENTATIVE

SUMMARY OF JOB FUNCTIONS:

The primary role of the Bilingual Client Services Representative is to respond to customer inquiries and requests regarding our Travel Insurance products (in French and English) while maintaining Old Republic's exceptional customer service standards.

RESPONSIBILITIES:

- provide the highest level of service to our Travel Insurance customers
- respond to customer inquiries regarding our various travel policies, in a timely and professional manner
- analyze and rectify customer concerns using established procedures
- use computer systems to access, document, and confirm customer information
- develop a solid understanding of our travel policies
- fulfill customer needs to ensure customer satisfaction
- additional administrative or project duties

MINIMUM QUALIFICATIONS

Education:

- post-secondary education or equivalent work experience

Skills, Knowledge, Experience:

- excellent verbal and written French and English communication skills
- strong working knowledge of MS Office
- demonstrated commitment to customer service philosophy
- ability to handle difficult or irate calls
- excellent interpersonal skills and team oriented
- high attention to detail
- 1 – 2 years customer service experience
- knowledge of travel insurance is a plus
- must be flexible to work between 8:30am and 8:00pm Monday to Friday, including statutory holidays

Please submit a resume and cover letter to HR@orican.com

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Old Republic Canada is an equal opportunity employer. Accommodation will be provided for qualified applicants with a disability throughout all parts of the hiring process. If you require an accommodation due to a disability, please contact Human Resources and we will work with you to determine an appropriate accommodation. Applicants need to make their needs known in advance.