



Are you a Bilingual Customer Service Professional who is fluent in French and English? Are you looking for a full-time job that can turn into a career? Are you looking for an opportunity in Halifax with a competitive pay rate and exciting work environment? Then Manpower has the opportunity you've been looking for.

On behalf of our client, a Canadian leader in the financial and insurance sectors, we are recruiting for multiple **Bilingual Customer Service Representatives** to work in a contact centre environment for their Banking Division. In this role, you would be responsible for handling client and advisor inquiries related to their banking info, policies and products. You will have excellent bilingual communication skills, both verbal and written, as well as a high energy level and a desire to be a part of a dynamic and exciting team!

What's in it for you?

- A great full-time, Bilingual job starting mid-November
- \$20.25/hour + 4% vacation pay with weekly pay cheques
- Prime real-estate in the city –don't have to drive downtown; close to the Arm
- Full service cafeteria and coffee bar
- Free parking on site
- 6-month contract with potential to be extended or moved to permanent
- Full-time, open Monday-Sunday
- Monday-Friday shifts between 8:00am to 12:00am AST
- Saturday & Sunday shifts between 9:00am-9:00pm AST

What you will be doing?

- Provide a high level of service to external and internal customers
- Respond to all customer service inquiries
- Ensure positive and effective relationships are maintained with customers and sponsor partners
- Identify and correct customer issues
- Process transactions on specific product lines and maintain records accurately
- Maintain a level of knowledge on the products, procedures, systems and industry
- Work with other team members to ensure a cohesive unit and consistent high level of service

What will you bring to the role?

- Positive attitude with excellent verbal and written communication skills in both French and English
- Excellent organization skills with the ability to handle stressful circumstances
- Ability to maintain a "customer perspective" when dealing with customers and Sponsors
- High level of phone confidence and professionalism with excellent negotiation skills
- Empathetic, flexible and adaptable to change
- Self-motivated with the ability to multi-task and prioritize tasks
- Previous experience in a customer service role - no call center experience required

This position offers many benefits to associates who move from a contract position to a permanent position, such as the opportunity to work from home, 24-hour access to the gym and shower facilities, staff discounts and discounts on banking fees and services.

Manpower offers associates valuable work experience, opportunities for training & development, and professional advice. Manpower also has great perks for associates including discounts on hotels, home & auto insurance, apparel, and much more!

ManpowerGroup recognizes the importance of providing an accessible and barrier-free environment. We are committed to creating a welcoming, fair and inclusive environment by offering equal opportunity to access our services. At ManpowerGroup, we are committed to providing accommodations, and will work with you to meet your needs.

Apply today! Call 902-422-1373 or email halifax.ns@manpower.com for more info.