



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
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Job Board Posting



Careers.Indigenous.Link

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Bilingual (French/English) Client Support Service Desk

Job ID	1D-D0-9E-19-21-2D	
Web Address	https://careers.indigenous.link/viewjob?jobname=1D-D0-9E-19-21-2D	
Company	CGI	
Location	Moncton, New Brunswick	
Date Posted	From: 2022-05-03	To: 2022-07-02
Job	Type: Full-time	Category: Office
Languages	English, French	

Description

Are you passionate about providing exceptional customer service? Motivated by helping others

If you have a high attention to detail, are happy to provide a hospitable customer experience by phone and email, and show patience and professionalism; we would be interested in talking to you!

Our ideal candidate is providing a premium customer experience, supporting end-users seeking assistance and password resets as well as coordinating with team members to resolve issues in a timely and efficient manner. Contact types include fax, mail, email and inbound calls with members taking on average 10-12 calls / day.

CGI Members

At CGI, all employees are called members because they feel a powerful sense of ownership and accountability. Members at CGI are building their own company - in 100+ offices worldwide. CGI has the global resources, expertise, stability and dedicated professionals needed to achieve results for clients - and for members; that's why an astounding 90 percent of them are CGI shareholders.

When we hire you, we want you to stay! We want our members to succeed! That's why we pay well and we provide an exceptional work environment where you will learn, grow and develop new skills to maximize your potential.

Your future duties and responsibilities:

- First point of contact for customers seeking assistance and/or password resets
- Working with multiple internet-based applications
- Create and assign tickets in our help-desk tool
- Escalate unresolved issues to the appropriate team members
- Work as a team to adhere to and improve internal processes
- Participate in meetings and career progression
- Various duties, projects and responsibilities assigned relating to the role
- Able to work a variety of shifts during operating hours (Monday to Friday 8am - 12pm AST)

Required qualifications to be successful in this role:

Preferred Experience and Skills

- Excellent customer service skills
- Excellent communication skills (written, verbal and interpersonal)
- Strong team orientation with a high level of enthusiasm
- Self-motivated with a good sense of responsibilities
- Able to multitask and work confidently with minimal supervision
- Minimum of 2+ years customer service experience
- Experience in a contact center or help desk environment troubleshooting or providing support is considered an asset
- Experience working independently and autonomously in a virtual/remote environment is considered an asset

Required Qualifications to be Successful in this Role

- Must be fluently bilingual (English & French)
- You like helping people - this is non-negotiable
- Aptitude for troubleshooting and providing support
- Computer multitasking; ability to work with multiple internet applications
- Proficient in use of MS Office (ie. MS Word, Excel)

Home Office / Remote Work Requirements

- Private work area that's secure, quiet and distraction free
- Reliable home internet
- Equipment required for the role will be provided (ie. Laptop, monitor and headset).

Education

- Community college diploma and/or equivalent relevant work experience

*LI-NF1

Skills:

Customer Service & Support

What you can expect from us:

Build your career with us.

It is an extraordinary time to be in business. As digital transformation continues to accelerate, CGI is at the center of this change-supporting our clients'

digital journeys and offering our professionals exciting career opportunities.

At CGI, our success comes from the talent and commitment of our professionals. As one team, we share the challenges and rewards that come from growing our company, which reinforces our culture of ownership. All of our professionals benefit from the value we collectively create.

Be part of building one of the largest independent technology and business services firms in the world.

Learn more about CGI at www.cgi.com.

No unsolicited agency referrals please.

CGI is an equal opportunity employer. In addition, CGI is committed to providing accommodations for people with disabilities in accordance with provincial legislation. Please let us know if you require a reasonable accommodation due to a disability during any aspect of the recruitment process and we will work with you to address your needs.

How to Apply

Click "Apply Now"