



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.Links 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

Date Printed: 2024/05/05

Remote Bilingual Customer Service Representative II - Technical

Job ID 7C-22-A0-00-CE-59

Web Address

<https://careers.indigenous.link/viewjob?jobname=7C-22-A0-00-CE-59>

Company Moneris

Location Toronto, Ontario

Date Posted From: 2022-07-26

To: 2022-09-09

Job Type: Full-time

Category: Finance

Languages English, French

Description

A propos de Moneris

Moneris a été fondée en tant que coentreprise par RBC et BMO Banque de Montréal (y compris Banque Harris) en décembre 2000. En véhiculant les valeurs traditionnelles de sécurité et de résilience de nos banques mères, nous sommes aujourd'hui le principal acquéreur de transactions au Canada, et l'un des principaux en Amérique du Nord.

Nous reinventons le commerce et nous jouons un rôle important dans l'avenir de la technologie financière (FinTech). Pour ce faire, nous encourageons nos équipes à repenser ce qui est possible, en leur fournissant les bons outils et les bonnes ressources ainsi qu'en les appuyant à chaque étape.

Relation. Incidence. Croissance. Travaillez à Moneris, l'un des meilleurs employeurs au Canada, et laissez votre marque.

Vos responsabilités

Dans ce rôle, vous serez responsable d'offrir l'excellence du service à la clientèle aux commerçants de Moneris et de fournir un dépannage et un soutien technique détaillés pour les points de vente, ainsi qu'un soutien financier détaillé pour les besoins de traitement quotidiens des clients. Vous serez également responsable de soutenir les objectifs globaux de service à la clientèle fixés par le service, en offrant des conseils supplémentaires, y compris la vente croisée de produits et de services.

La formation rémunérée d'une durée de 6 semaines débutera le 19 septembre 2022.

Fournir un soutien au centre de contact aux clients des commerçants (les canaux de soutien peuvent être la voix, le chat, le courrier électronique, les réseaux sociaux, les canaux intégrés de tiers et les canaux et technologies nouveaux/émergents).

Promouvoir nos produits et services auprès de nos commerçants, identifier les opportunités de vente croisée et de vente incitative et envoyer les pistes par les canaux appropriés.

Recueillir et documenter avec précision les informations fournies par les commerçants, tout en utilisant des techniques efficaces de résolution des problèmes afin de fournir une première réponse cohérente aux demandes de service téléphonique et aux questions techniques.

Démontrer sa capacité à s'adapter, à acquérir et à développer des compétences supplémentaires,

notamment dans les domaines de la finance, du mobile, de l'integration et de la communication electronique, a mesure que les activites de Moneris evoluent.

Responsable de l'atteinte des objectifs individuels qui contribuent aux objectifs generaux de l'entreprise, y compris, mais sans s'y limiter, les objectifs de productivite, les objectifs d'assurance de la qualite, les objectifs de conformite, les objectifs d'absenteisme, les objectifs d'adhesion (ajout de la voix du client - sondages aupres des clients)

Votre profil

Experience, connaissances, competences et capacites requises

1 a 2 ans d'experience dans le domaine du service a la clientele, de preference dans un centre d'appels.

Comprehension de base des fonctionnalites, des logiciels et du materiel informatique (routeurs/modems/etc.).

Maitrise de l'anglais (lu, ecrit et parle).

La maitrise du francais est un atout (lecture, ecriture et expression orale).

Capacite a travailler selon differents horaires, y compris les soirs, les week-ends et les jours feries.

Vos avantages

Une occasion d'etre employe(e) par l'un des meilleurs employeurs du Canada et un chef de file en matiere de technologies financieres

Une remuneration competitive et un programme de primes annuelles selon le rendement et la productivite

Un accent mis sur le bien-etre, vendredi sans reunion, fermeture de l'entreprise pendant les fetes, pour n'en citer que quelques-uns

Un REER avec contribution de l'employeur et regime de retraite a cotisations determinees

Un ensemble d'avantages sociaux flexibles des le premier jour

Un modele de travail hybride ou a distance pour lequel vous obtiendrez un rabais a l'achat de peripheriques technologiques

Un acces a des programmes et des ressources de formation et de developpement complets ainsi qu'aux formations gratuites LinkedIn Learning et Udemy

De nombreuses possibilites de faire progresser votre carriere: 30 % des postes a Moneris sont pourvus a l'interne

Un programme d'aide aux employe(e)s, de l'aide a la formation et un programme de reconnaissance

Un programme d'avantages pour les employe(e)s avec des rabais incroyables chez plus de 2 400 commercant(e)s

Une occasion de faire partie d'un ou de plusieurs de nos comites et groupes de ressources aux employe(e)s, notamment le comite pour un milieu de travail inclusif et le reseau d'employe(e)s noir(e)s

Vos collegues

Le service des operations est compose de quatre fonctions : experience client, services sur site, revision des processus d'affaires et services partages et avancement ainsi que programmes strategiques. Ensemble, nous profitons de nos differentes perspectives, de notre collaboration, de notre innovation et de notre facon d'anticiper les besoins de nos client(e)s pour offrir des experiences exceptionnelles.

Consultez notre nouvelle section Carrieres pour en savoir plus sur la vie a Moneris!

Who we are

Moneris was created as a joint investment between RBC and BMO Bank of Montreal (including Harris Bank) in December 2000. By maintaining the tradition of security and strength of our parent banks, today we are Canada's #1 processor, and one of North America's largest.

We are looking for impact-driven people to join us in re-imagining commerce. We know that the best products and merchant experience must come from great people, which is why we are committed to you, your wellness, and your growth.

If you're ready to make your mark on the future of FinTech and at one of Canada's top employers, come join us at Moneris!

What you'll do

We all know that it feels good when help someone. Why not make it a career and get paid for it. In this role you would be responsible for delivering Customer Service Excellence to Moneris merchants and providing detailed technical POS troubleshooting and support, detailed financial support for customer's day to day processing needs. Also accountable to support overall customer service targets set by the department, offering additional advice up to and including cross-sell products and services.

Paid training would start on September 19th and is six weeks in length.

- Provide contact centre support to merchant clients, (Support Channels may range from Voice, Chat, Email, Social, Integrated 3rd party and new/emerging channels and technology)
- Promoting our products and services to our merchants, as well as identifying cross-sell/up-sell opportunities and sending leads through appropriate channels
- Collect and accurately document information from merchants, while using effective problem solving techniques to provide consistent first response to inbound telephone service requests and technical inquiries
- Demonstrates the ability to adapt, acquire and develop additional skills such as Financial, mobile, integrated and e-Comm as Moneris' business evolves
- Responsible for achieving individual targets that contribute to the overall business goals including but not limited to productivity targets, quality assurance targets, compliance targets, absenteeism targets, sign-on targets (addition of voice of the customer - customer surveys)

What you bring

Must-have experience, knowledge, skills & abilities

- 1-2 years of customer service experience preferably in a contact centre environment
- Basic understanding of computer functionality, software and hardware [routers/modems/etc.]
- Fluent in English (reading, writing, and verbal)
- Fluent in French an asset (reading, writing and verbal)
- Ability to work different shifts including evenings, weekends and holidays.

What you get

- The chance to be part of one of Canada's top employers and leader in FinTech
- Competitive pay and annual bonus program based on individual performance and productivity
- Emphasis on Wellness - Meeting Free Fridays (MF2), company-wide holiday closure, just to name a few
- RRSP matching & defined contribution pension plan
- Flexible benefits package starting from day 1
- Thrive in a Hybrid or Remote Model - including a tech peripheral rebate!
- Extensive learning & development programs and resources - plus unlimited free access to LinkedIn

Learning courses!

- Lots of opportunities to advance your career - 30% of Moneris' roles are filled internally
- EAP (Employee Assistance Program), Educational Assistance and Recognition Program
- Employee perk program with incredible discounts for over 2,400 vendors!
- Get involved in one or many of our Moneris Committees and Employee Resource Groups - Inclusive Workplace Council (IWC), Black Employee Network, just to name a few

Who you'll work with

Every day, our customer experience (CEx) team strives to deliver the best possible experience to our customers and partners. We are a team that loves building relationships and collaborating to get down to the root of issues in order to provide the best possible solutions. We leverage our diverse perspectives by collaborating, innovating, and anticipating our customers' needs to create exceptional experiences.

Note: We welcome and encourage applications from Indigenous peoples, people of colour, people with disabilities, people of all genders, sexual orientation and intersectional identities.

How to Apply

Click "Apply Now"