



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.

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Job Board Posting



Careers.Indigenous.Link

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Customer Service Advisor

Job ID	85-07-F5-AA-04-92	
Web Address	https://careers.indigenous.link/viewjob?jobname=85-07-F5-AA-04-92	
Company	CGI	
Location	Montreal, Shawinigan, Sherbrooke, Drummondville, Saguenay, Quebec	
Date Posted	From: 2023-04-04	To: 2023-10-01
Job	Type: Full-time	Category: Information Technology
Languages	English And French	

Description

Position Description

CGI - Payroll Services Centre (PSC) offers all-in-one cloud-based solution that simplifies Payroll and Human Capital Management. We are proud of our privileged relationships with clients, and their satisfaction rate is very high. Every day, our members help thousands of customers pay their employees in different industries. In this role, you will contribute to the success of local businesses within a dynamic team, with over 600 professionals and more than 55,000 customers! We are looking for a reliable and motivated individual. Are you ready to play a key role

We are ready for you:

- Never stop learning: we offer a complete, ongoing and paid training on Canadian payroll;
- Work-life balance: a flexible weekday schedule.
- Work environment recognized as one of the best in the Canada (Great Place to Work certified);
- Employee Assistance Program, Health and Wellness program, comprehensive insurance coverage, financial assistance for your job-related studies;
- Career development supported by a professional development plan;
- Access to our Share Purchase Plan and Profit Participation Plan as of your first day with us;
- Benefits that fit your needs: Flexible insurance plan, telemedicine, and more!

You have to attend a paid full-time training of five (5) weeks.

Your future duties and responsibilities:

This role is all about helping people and making a positive impact. You deliver the personal touch between the company and clients and act as a trusted advisor. On a typical day, you will:

- Provide telephone support to clients regarding the use of a payroll application and its complementary modules;
- Guide clients on the current payroll legislative rules and regulations;
- Ensure follow-up and resolution of clients' cases according to service level agreements;
- Participate in knowledge sharing with your teammates;
- Identify and document the problems encountered to improve your training.

Required qualifications to be successful in this role:

You will use our payroll solutions to support our clientele online or by phone.

- High school diploma;
- Minimum of 2 years' experience in customer service in a call center environment (asset);
- Customer service oriented and shown problem-solving skills;
- Excellent verbal and written communication skills in French and English;
- Good knowledge of Microsoft Office tools (Word, Excel, PowerPoint) and of Internet navigation;
- Knowledge of payroll system (Nethris application or EmployeurD [asset]);
- Ahuntsic College, Comprendre les principes de la paie, training or National Payroll Institute (NPI) PCP Certification (asset).

Bilingualism (French and English) is required for this position due to the nature of the role requiring interaction with national and global clients.

Insights you can act on

While technology is at the heart of our clients' digital transformation, we understand that people are at the heart of business success.

When you join CGI, you become a trusted advisor, collaborating with colleagues and clients to bring forward actionable insights that deliver meaningful and sustainable outcomes. We call our employees "members" because they are CGI shareholders and owners, and, as owners, we enjoy working and growing together to build a company we are proud of. This has been our Dream since 1976, and it has brought us to where we are today-one of the world's largest independent providers of IT and business consulting services.

At CGI, we recognize the richness that diversity brings. We strive to create a work culture where everyone belongs, and we collaborate with clients in building more inclusive communities. As an equal opportunity employer, we empower all our members to succeed and grow. If you require an accommodation at any point during the recruitment process, please let us know. We will be happy to assist.

Ready to become part of our success story Join CGI-where your ideas and actions make a difference.

Conseiller Services Clients

Description de poste

CGI - Centre de services de paie (CSP) propose des solutions infonuagiques tout-en-un qui simplifient la paie et la gestion du capital humain. Nous sommes fiers de nos relations privilegiees avec les clients; le taux de satisfaction de ceux-ci est d'ailleurs tres eleve.

Tous les jours nos membres aident des milliers de clients a effectuer les paies de leurs employes dans differentes industries. Dans ce role, vous contribuerez a la reussite des entreprises locales au sein d'une equipe dynamique, avec plus de 600 professionnels et plus de 55 000 clients!

Nous recherchons une personne fiable et motivee. Etes-vous pret(e) a jouer un role determinant

Nous sommes prêts pour vous :

- Continuez d'apprendre: nous offrons une formation payee complete et continue sur la paie au Canada;
- Conciliation travail-famille : un horaire de jour en semaine, flexible;
- Environnement de travail reconnu comme l'un des meilleurs au Canada (certification Meilleurs lieux de travail);
- Programme d'aide aux employes, programmes de sante et mieux-etre, couverture d'assurance complete, une aide financiere pour vos etudes reliees a l'emploi;
- Developpement de carriere appuye par un plan de perfectionnement professionnel;
- Acces au regime d'achat d'actions, plan de participation aux profits des la premiere journee;
- Des avantages sociaux qui s'adaptent a vos besoins : plan flexible d'assurances; telemedecine, et bien plus!

Vous devrez suivre une formation payee de cinq (5) semaines a temps complet pour ce poste.

Fonctions et responsabilites

Vous aiderez les gens et exercerez une influence positive. Vous apporterez une touche humaine dans la relation entre les clients et l'entreprise et vous serez leur conseiller ou conseillere de confiance. Durant une journee type, vous accomplirez les taches suivantes :

- Fournir de l'assistance par telephone aux clients quant a l'utilisation de l'application de paie et de ses modules complementaires;
- Guider les clients sur les regles legislatives et la reglementation en vigueur en matiere de paie;
- Assurer le suivi et la resolution des cas des clients selon les ententes sur les niveaux de service;
- Participer au partage des connaissances avec votre equipe;
- Relever et documenter les problemes rencontres afin de vous ameliorer continuellement.

Qualites requises pour reussir dans ce role

Vous utiliserez nos solutions de paie pour aider notre clientele en ligne ou par telephone.

- Diplome d'etudes secondaires
- Deux ans d'experience en services a la clientele preferablement dans un centre d'appels;
- Approche axee sur le service a la clientele et aptitudes en resolution de probleme;
- Excellente communication verbale et ecrite en francais et en anglais ;
- Bonnes connaissances des outils Microsoft Office (Word, Excel, PowerPoint) et des navigateurs Internet;
- Connaissance des systemes de paie (application Nethris ou EmployeurD, un atout);
- Formation Â« Comprendre les principes de la paie en ligne Â» du college Ahuntsic ou accreditation S.C.P. de l'Institut Nationale de la paie (INP) (un atout).

Le bilinguisme (francais et anglais) est requis pour ce poste en raison de la nature du role necessitant des interactions

avec des clients nationaux et mondiaux.

Allier savoir et faire

Alors que la technologie s'inscrit au coeur de la transformation numerique de nos clients, nous savons que les individus sont au coeur du succes en affaires.

Lorsque vous rejoignez CGI, vous devenez un conseiller de confiance, collaborant avec vos collegues et clients pour proposer des idees exploitables qui produisent des resultats concrets et durables. Nous appelons nos employes "membres" parce qu'ils sont actionnaires et proprietaires de CGI. Ils ont du plaisir a travailler et a grandir ensemble pour batir une entreprise dont nous sommes fiers. C'est notre reve depuis 1976. Il nous a menes la ou nous sommes aujourd'hui - l'une des plus importantes entreprises independantes de conseil en technologie de l'information (TI) et en management au monde.

Chez CGI, nous reconnaissons la richesse que la diversite nous apporte. Nous aspirons a creer une culture a laquelle nous appartenons tous et collaborons avec nos clients pour creer des communautes plus inclusives. En tant qu'employeur qui prône l'egalite des chances pour tous, nous voulons donner a tous nos membres les moyens de reussir et de s'epanouir. Si vous avez besoin d'un accompagnement specifique durant le processus de recrutement et d'integration, veuillez nous en informer. Nous serons heureux de vous aider.

Pret a faire partie d'une entreprise qui est gage d'excellence Rejoignez CGI - ou vos idees et vos actions changent la donne.

How to Apply

Click "Apply Now"