

## **BILINGUAL CLIENT SERVICES REPRESENTATIVE (French/English)**

### **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 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 communication skills (French and English)
- 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](mailto: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.**