



Flexiti Financial

Flexiti has reimagined point-of-sale (POS) consumer financing to drive sales for retailers in-store and online, becoming one of Canada's leading private label credit card issuers. Through our award-winning platform, we deliver a POS financing experience across any device that is customer-centric, simple and intuitive. Without the need to integrate into existing POS systems, retail partners can easily offer the same fast and paperless financing solution across all retail locations and sales channels to increase revenue and build loyalty through repeat purchases. For more information, visit www.flexiti.com.

Bilingual Customer Service Representative

Flexiti is looking for a Bilingual Customer Service Representative to join its Operations team reporting to the Manager, Operations. As a Customer Service Representative, you will be responsible for handling all email and mail customer, merchant or business partner inquiries. You are directly accountable for service levels and the quality and accuracy of responses. The primary role of this position is to exceed customers' expectations and provide superior customer service.

Responsibilities:

- Maintain knowledge of end-to-end customer and merchant processes and Flexiti's product offering.
- Respond to customer email or mail inquiries in a professional and well-informed manner.
- Accurately assess the reason for the inquiry and provide end to end solutions to avoid repeat issues or contacts.
- Provide recommendations/options to facilitate solutions using sound judgment and flexibility.
- Identify and resolve complaints to the mutual satisfaction of both customer and company, following escalation processes as required.
- Fulfill customer expectations in a manner that complies with policies, practices and procedures.
- Accurately note the customer account with the details of email/mail, sending messages to internal or external partners when required, and/or initiating the necessary steps to complete the customer inquiry/complaint.
- Provide administrative support to other Operations team members in way of customer account status changes, financial adjustments, merchant invoice review or other duties as assigned.
- Proactively provide manager with inquiry/complaint trends and ideas for process improvement.
- Respond to emails and other offline work items within the identified service level agreements.
- Maintain customer privacy and security as outlined in the policies and procedures.

Requirements:

- Must be fully bilingual (French and English)
- Strong verbal and written communication skills in both French and English
- Strong analytical and judgment skills
- Excellent interpersonal skills and demonstrated ability to work with others



- Highly organized and results oriented
- Working knowledge of PCs, Excel, Word

What We Offer

- Below are just a few reasons why people love working here:
- An opportunity to be a part of an award winning and fast growing company
- An innovative culture that promotes autonomy and flexibility
- A dynamic team and working environment that provides ongoing support
- Competitive compensation package commensurate to experience

Flexiti embraces diversity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. All qualified applicants will receive consideration without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, disability, age, marital status, or family status. If you require disability-related accommodation during the application or interview process, simply let us know and we'll work with you to ensure you have a positive experience.