

**Bilingual Customer Support  
Analyst (French & English)**



Phone :  
Web :

**Job Summary**

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Vacancy :

Deadline : Sep 16, 2024

Published : Aug 16, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Camis is an industry leader in the reservation system and park management sector. We connect people to memorable recreational experiences through an exceptional reservation system and best-in-class call centre services. Our software serves over 700 government-operated parks, campgrounds, harbors, and marinas across North America.

We are a diverse group of people that are unified in the belief that work can be fun, fulfilling, and flexible! Camis is looking for a **Bilingual Customer Support Analyst** to provide support to both Camis employees and clients. Customer Support Analysts are the most senior customer service agent in the call centre environment. They respond to inquiries from the front-line reservation agents, as well as handling inbound customer inquiries for a variety of clients. They act as the voice of our clients when speaking to the public. Camis expects you to, above all, provide exceptional customer service to callers in a friendly, courteous, and professional manner.

### **What you will be doing:**

- Providing support over the telephone, working with customers and customer service agents to gather information and resolve issues.
- Handling billing and policy inquiries.
- Providing basic software troubleshooting for customer service agents.
- Providing support for complex customer complaints while maintaining superior customer service and high performance.
- Completing special projects as per the requirements of Camis clientele.
- Handling escalated customer questions and concerns.

### **What you will bring to the role:**

- Exceptional customer service skills.
- Professional oral and written language skills in both French and English.
- Previous call center or customer care experience.
- Poise and diplomacy under pressure.
- Reliability with regards to attendance.
- Previous experience utilizing online resources.
- Troubleshooting and problem-solving skills.
- Willingness to take initiative.
- Ability to multitask.

### **The Details:**

- Evening and weekend coverage required on a rotating schedule
  - Candidates unable to work some evening and weekend shifts will not be considered.
- Hours of operation 7:00AM -10:00PM – 7 days a week
- Duration of training will vary from two to six weeks depending on previous Camis experience
- 1 year contract
- Office Location: Guelph, ON

**Camis is committed to fostering a culture that celebrates diversity and inclusion with intentional focus on recruiting and retaining employees from diverse backgrounds, creating awareness of diversity issues and benefits, fostering a supportive environment where inclusivity is expected and prioritized, and holding ourselves accountable in promoting this perspective throughout the organization. The Camis team strives to collectively promote a culture that empowers our employees and fosters values of respect, inclusion, and belonging across the company.**

## Education & Experience

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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