

**Customer Support Coordinators
(Bilingual, French)**

maple

Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 31, 2024

Published : Jul 31, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

ABOUT MAPLE

Founded in 2015, Maple is a fast-growing health tech company with a vision to power the future of healthcare by building a connected and superior experience for patients, doctors, and other types of health providers.

We offer virtual care services across multiple distribution channels, including Direct-to-Consumer ("B2C"), Employers and Private Insurers ("B2B") and Public Sector Institutions ("B2I"). With a growing network of 2,000+ healthcare providers and nearly 4 million Canadians with access to our services, Maple is one of Canada's fastest-growing virtual care companies.

We have established an entrepreneurial culture centered around our purpose to support people's health and well-being and to strengthen the healthcare system. We attribute our success to our team, who has helped us achieve numerous noteworthy awards including: LinkedIn's Top 10 Startups, Deloitte Canada's Technology Fast 50, Globe & Mail's Top Growing Companies in Canada, North America's Inspiring Workplaces, and Glory Professional's The Power 50: Canada's Most Impactful Companies.

THE POSITION

In support of our high-growth mandate, we're hiring for our next cohort of **Bilingual Customer Support Coordinators (CSC)** to join our dynamic and highly engaged Customer Support team in September 2024.

As a Bilingual CSC at Maple, you'll have the opportunity to personally impact the future of healthcare by directly assisting customers, including patients and healthcare providers, in accessing and using our platform. As the first point of contact for Maple's existing and prospective customers, you'll be responsible for delivering an exceptional support experience by resolving and escalating front-line inquiries received through various channels, primarily chat support.

Critical to success in the role will be your passion for helping people and providing outstanding service. You are an excellent communicator and a compassionate individual who easily connects with others, making them feel seen, heard, and supported. With a strong sense of empathy, you embrace diverse perspectives and feedback, actively sharing knowledge and learning from those around you. Your robust problem-solving abilities enable you to identify, analyze, and resolve issues efficiently and effectively. You remain resilient in high-pressure situations, consistently maintaining a positive and professional attitude.

Note: A healthcare background is not required. Our Customer Support team focuses on answering general inquiries and providing technical and troubleshooting support for the Maple platform.

CANDIDATE PROFILE

- The ideal candidate has previous experience in a front-line customer service role.
- The candidate has exceptional verbal and written communication skills in French and English, demonstrating confidence and comfort in communicating with people verbally and electronically.
- The ideal candidate is a self-motivated and driven individual who takes initiative and achieves goals. They take ownership of their work to contribute to the success of the team and the organization as a whole.
- Empathetic, humble, and caring, the ideal candidate demonstrates high emotional intelligence and has a proven track record of building trusting relationships and efficiently working in teams.
- The ideal candidate is tech-savvy and can quickly learn and become an expert user of various software platforms. Existing experience with Google Suite, Slack, Ticketing Software, or Live Chat is considered an asset.
- Customer Focus
- Exceptional Communicator
- Adaptability
- Exemplary Team Player
- Digital Literacy
- **Passionate:** We believe deeply in our company's purpose and what we're trying to accomplish as a team. We want all colleagues to feel passionate about improving access to high-quality healthcare through the power of technology, and to make a positive impact with the work we do, where we work, and in the community.
- **Supportive:** We're a diverse community that recognizes and embraces the individual differences of our people. We have fun coming to work and bringing the best out of each other. We value and encourage different and diverse perspectives from all parts of the organization.
- **United:** We leave our egos at the door and act with humility. We work collaboratively to overcome obstacles that arise, and we're united in our purpose and bringing our ambitious goals to life.
- **Creative:** We challenge the status quo of what we think is possible with how we approach our work and projects, celebrating bold thinking. We're focused on our priorities yet remain agile in how we deliver on our goals.
- **Health and dental benefits, insurance:** Through our Group Benefits, you'll get access to dental benefits, extended healthcare benefits for drugs, vision, paramedical coverage (e.g. massage therapists, dieticians, mental health professionals), counseling, health service navigation, life insurance, critical illness and disability insurance, and more.
- **Dedicated Health Spending Account ("HSA"):** An additional budget available for you to spend on health-related expenses (e.g. eyeglasses, therapy).
- **Dedicated Wellness Budget:** Spend your budget on activities that support your physical and mental wellness.
- **Maple Coverage:** You'll get unlimited access to Maple for primary care, and a package of therapy consultations.
- **Paid Health Days:** In addition to paid vacation, you'll receive 10 Paid Health Days for you to use when you're suddenly feeling sick and unable to work, whether it's a physical or mental health condition, to attend healthcare appointments and procedures, or if you need to support a loved one with their healthcare needs.
- **Pregnancy and Parental Leave:** We support parents who are welcoming a child into their life in a variety of ways, including a Supplemental Unemployment Benefit based on eligibility.
- **Professional Development Budget:** We encourage all team members to seek opportunities for growth and learning to support professional development. That's why our Branch Out Budget ("BOB") is designed to reimburse you for expenses related to any meaningful professional development opportunities.
- **Job type:** Full-time (40-44 hours per week)
- **Location:** This is a fully remote position open to candidates residing in all provinces within Canada, excluding Quebec. Please note that all work must be performed while physically located in Canada.
- **Support Hours:** Our Customer Support hours are currently 7:00 AM to 10:00 PM Eastern Time (ET), seven days a week, 365 days a year.
- **Shift Requirements:** This is a synchronous shift-based role, candidates must have the flexibility to work early mornings, late evenings, weekends, and holidays as required.
- **Hourly Rate:**
 - **Min:** Minimum wage for the candidate's province + \$2 bilingual premium.
 - **Max:** Up to an additional \$1.50 hourly, depending on experience.
 - **Example:** The total hourly rate for a bilingual candidate in New Brunswick can range from \$17.30 to \$18.80 per hour.
- **Paid Time Off:** 2 weeks vacation + 10 paid health days
- **Start Date:** September 9th, 2024

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
