



RSR Global is a family owned marketing company, based in Burlington, Ontario. Currently looking for a Bilingual Customer Service & Claims Representative person to work out of our head office.

If you have the ability to multitask, are detailed oriented, enjoy working in a fast pace environment and are comfortable interacting professionally with people of all levels, we want to hear from you.

SUMMARY OF POSITION:

The Bilingual Customer Service & Claims Representative will support the day to day office functions of the Customer Support & Claims functions.

THE IDEAL CANDIDATE:

- Proven customer support experience as a client service representative.
- Experience in a progressive and fast paced environment.
- Bilingual in both English and French language, ability to read, write and translate.
- Strong call handling skills and active listening.
- Customer orientation and ability to adapt/respond to different types of characters.
- Ability to multi-task, prioritize and manage time effectively.
- High attention to detail and ability to meet quality standards.
- Comfort with technology and the ability to handle multiple systems at one time.
- Strong computer skills -- Excel, MS Word, Outlook.
- Minimum of 3 years of a bilingual Customer Service experience.
- Post-Secondary Education required.

Customer Service Support Duties:

- Manage incoming calls and emails for both English and French customers.
- General office duties including; data entry, filing and shipping.
- Support AR functions for Accounting Department.



**RSR
Global**

HELPING DEALERS PROTECT DRIVERS™

Claims Support Duties:

- Manage all aspects of claim submissions Nationally including invoicing, data input into portals for all RSR Global programs.
- Lead communications with Customers & RSR Global employees on status of claims and procedures.
- Understand, interpret and analyze certificate terms and conditions for various products and programs.
- Manage monthly & quarterly claims reporting.

Salary Range: 45,000 -50,000 Annually

RSR Global, is an equal opportunity employer. We are committed to an inclusive, accessible environment, where all employees and customers feel valued, respected and supported. We are dedicated to building a workforce that reflects the diversity of our customers. If you require an accommodation for the recruitment/interview process, please let us know and we will work with you to meet your needs.

All interested applicants should send their resume to: info@rsr-global.com

RSR Global

PO Box 938

Burlington, Ontario L7R 3Y3

RSR-GLOBAL.COM