

Bilingual (French/English) Customer Service Representative

Reliable Life Insurance Company is a specialty life insurer, focused on manufacturing and administering customized, private-label products for distributors of travel, life, child accident, disability and health insurance

We are committed to building a corporate culture that offers a positive and professional work environment where employees can have career satisfaction while enjoying a work/life balance, and where we can encourage and enable employees to contribute to their fullest potential.

If you are someone that aims to reach your full potential, exceed expectations and provide the highest standard of customer care, you have come to the right place.

We are currently looking for a full-time permanent Bilingual CSR.

The Role:

- 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
- additional administrative or project duties

The Successful Candidate:

- Post-secondary education or equivalent work experience
- Excellent communication skills in both French and English
- Excellent grammar skills in both 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 resumes to HR@reliablelifeinsurance.com

or to: Reliable Life Insurance Company
100 King Street West
Hamilton, Ontario
L8N 3K9
Attention: Human Resources

We thank all applicants; however, only those applicants selected for an interview will be contacted.