



### **Customer Service Agent**

Under the supervision of the team leader customer care department, the customer service agent responds to various requests from customers who have purchased on our website or in store

#### **Tasks:**

- Support calls and emails from customers who buy online and in-store
- Support and respond to requests from customers who come directly to the counter.
- Follow up with customers until the resolution of the issue
- Perform any other duties relevant to the position

#### **Requirements:**

- CEGEP school diploma
- Bilingualism (French and English) spoken and written
- 1-2 years of experience in a Customer Service position
- Stay informed about the products we sell
- Good telephone and e-mail communication skills

#### **Skills:**

- Capacity of working under pressure and to solve problems
- Ability to perform multiple tasks simultaneously.
- Autonomous, patience, attention
- Computer literate

**To apply, please send your resume to this email address: [emploi@holiday.ca](mailto:emploi@holiday.ca)**