



**Be part of a team dedicated to helping Small Businesses succeed in running their business!**

**We are currently looking for Bilingual French associates to join our team!**

### **About Sitel Group®**

As a global leader in end-to-end customer experience (CX) products and solutions, Sitel Group® partners with the world's best-loved brands, from Fortune 500 companies to local startups, to design, build and deliver a competitive edge across all customer touchpoints.

With our award-winning culture built on 35+ years of industry-leading experience and commitment to improving the employee experience, we improve business results by pairing innovative design thinking and digital solutions – including self-service, artificial intelligence (AI), automation and data-driven analytics – with the expertise, emotion and empathy of our people to *Create Connection. Value Conversation.*

### **Job Summary**

Small businesses play a critical role in our communities and fuel the nation's economy. Imagine all of the small businesses in your life; the local bakery, your favorite restaurant, and the corner market. What would your community be like without them? Unfortunately, the road to success for a small business is paved with challenges, and longevity is not a given. **This is where you come in!**

We're seeking to hire **people with a passion for helping small business succeed by problem solving and using tools to troubleshoot complex technical issues.** Our customers are small businesses that use QuickBooks to run their business. Our associates help its customers learn how to use QuickBooks to its fullest potential and trouble shoot technical issues. Support topics include how to create an invoice, how to set up payroll and how to reconcile books. **You may not have all the answers, but we're looking for associates who are comfortable and confident in navigating through several systems simultaneously to *research* the answer for the customer.**

### **Our ideal candidate is awesome at the following:**

- Ability to read, write and speak fluently in French and English
- A passion to help those in need; Customer Service Excellence
- Strong desire to help and take ownership on seeing things through
- Curious, with a desire to always learn more, including strong problem solving skills
- Ability to work as a team member, as well as independently with minimal supervision
- Effectively communicates, both written and verbally
- Troubleshoot basic and routine customer issues that are technical in nature
- Ability to multi-task and adapt to changes quickly
- Dependable and flexible to rotate shifts, as needed
- Strong background/understanding in payroll or accounting a definite asset
- High school diploma or GED is required and you must be at least 18 years of age

### **Essential Functions/Core Responsibilities**

- Troubleshoot issues that are technical in nature; including hardware, software and networking
- Solve complex problems that may be unstructured and require use of conceptual thinking skills

- Assist customers with QuickBooks; research and provide resolution to questions and problems
- Ensure service delivered to customers meets contractual Key Performance Indicator ('KPIs')
- Listen attentively to customer needs and concerns; demonstrate empathy and build rapport
- Prepare complete and accurate work including appropriately notating accounts as required
- Participate in activities designed to improve customer experience and business performance

**What we offer:**

- Competitive starting wage
- Hours of Operation – Monday to Friday 10:30am to 9:30pm (NDT)
- Paid professional training (starting day 1 of training)
- Full-time shifts (35 – 40 hours per week)
- Great and affordable benefits to include medical, dental, and vision
- RRSP Contribution
- SitelFit Program – Earn points for every step you take! Compete against other Sitel locations all over the world!
- Fun team environment
- No Sales required

**Is Sitel Work from Home right for you?**

- Are you a self-motivated person who enjoys problem-solving?
- Are you ready to enjoy the benefits of working from home (no need to shovel or drive in the snow, ability to get some housework done on your break, more time with loved ones, just to name a few!)
- Are you committed to providing exceptional customer service?
- Do you have a noise and distraction-free work environment?

**System Requirements:**

- Desktop Computer with Windows 10 (Apple/Mac, Tablets, Winbooks, Smart devices, Windows Mini PCs, Chromebook & Android systems are not compatible)
- Dual monitors
- 4GB RAM or greater
- i5 Processor or greater

**Internet - Minimum Specifications:**

- Internet speed - 5.0 Mbps download speed and 3.0Mbps upload speed
- ISP must be highly stable with no packet loss and latency under 150ms
- Home Router with wired link to PC

Sitel requires that the internet not be used for non-work related purposes during working hours; including media streaming, ripping, gaming, or other web usage by other members of household that may negatively impact your networks.

**Other Technical Requirements:**

Approved USB Noise Cancelling Headset

To apply, please apply online at [sitel.life/ca](http://sitel.life/ca) one of our recruiters will be in touch with you soon.

We wish to thank all applicants for their interest and effort in applying for this position and we look forward to speaking with you soon to discuss your qualifications.

Sitel is an equal opportunity employer and we value diversity. All employment is decided on the basis of qualifications, merit and business need. If you are contacted by a Recruiter for an opportunity for an interview, please advise us of any

accommodations needed to ensure your accessibility needs are met throughout this process. Any information received relating to accommodation will be addressed confidentially.

*Please note: A criminal background check will be conducted as part of the hiring process.*