

## **Bilingual Customer Service Associate Mega Group Inc. – Saskatoon office**

Mega Group Inc. is Canada's largest retail buying and support group of independent furniture, appliance and consumer electronics retailers. We are dedicated to providing programs that stimulate growth and promote success. Our vision is to be the essential supplier of retail services ensuring the continued success of the Independent Home Goods retail channel in Canada. As a Platinum Member of Canada's Best Managed Companies, we serve over 600 retail members across the country with offices located in Saskatoon, Toronto and Montreal.

We are proud to provide an employee-friendly work environment, where work-life balance is a priority. We value the talents and abilities of our employees and strive for an open, flexible, cooperative, and dynamic work environment.

We are seeking a Bilingual Customer Service Associate in our Saskatoon Office. Reporting to the Lead - Customer Service/Member Claims, the incumbent's primary responsibilities will be:

- Reconcile items and payment discrepancies.
- Review, enter and track product claims status in the Finance System (Microsoft Dynamics).
- Facilitate agreements between Members and/or Suppliers for purposes of managing discrepancies in a timely manner.
- Organize and maintain all correspondence for Member claims and disputes.
- Act as an intermediary between Mega Members and Suppliers.
- Other duties as required.

### **Qualifications**

- Fluent in French and English both written and spoken
- Minimum 2 years of Accounts Receivable experience
- Minimum 2 years of Customer Service experience
- Self-starter, problem solver with proven negotiation skills
- Excellent customer service skills, with above average written (grammar, punctuation, etc.) and oral communication (assertiveness, tact, confidence) skills
- Ability to work with minimal supervision and has a proven ability to take initiative and meet deadlines
- Must have excellent attention to detail and strong multi-tasking skills
- Above average math and computer skills – proficient in Microsoft Office, specifically Excel and Word
- Post-Secondary Education in a related field is considered an asset

***Please apply in confidence no later than January 25, 2019 to [hr@megagroup.ca](mailto:hr@megagroup.ca)***

*\*Please note that only those candidates selected for an interview will be contacted.*