



Are you ready to be a part of something bigger? As one of Canada's Best Managed Companies, Mega Group values the talents and abilities of our employees and seeks to foster an open, cooperative, and flexible environment in which employees can thrive. Being a proudly Canadian company means we're always looking for smart, enthusiastic, and passionate team members who reflect the communities we serve. Join our team today and take pride in helping our neighbours turn their businesses into success.

Make an impact with our Customer Service team as a **Bilingual Customer Service Representative** in a **Home** office.

What you will do:

- Review and track product claims status in our system (Microsoft Dynamics).
- Reconcile items and payment discrepancies.
- Organize and maintain all correspondence for customer claims and disputes.
- Facilitate agreements between Members and/or Suppliers for purposes of managing discrepancies in a timely manner.
- Maintain customer master file.
- Provide portal onboarding and support to new customers.
- Provide back-up support for our customer loans program.
- Other duties as required.

What you offer:

- Minimum 2 years of Customer Service experience.
- Bilingualism (French/English) is required.
- Strong attention to detail, adept problem-solving and multi-tasking skills.
- Professional written and oral communication paired with superb telephone skills.
- Ability to work with minimal supervision and has a proven ability to take initiative and meet deadlines.
- Proficiency in all Microsoft 365 Suite; specifically Excel and Word.

What we offer:

- Health and Dental coverage
- Health Care Spending Account
- Lifestyle Account
- Gainshare
- RRSP Plan
- Employee Assistance Program
- Social and charity committees
- Hybrid work possibilities
- Healthy work-life balance
- Positive company culture
- Training and development opportunities
- The personal fulfillment of supporting local businesses



Who we are:

Making independent retailers stronger is not just a tagline, it is our entire reason for being. For more than 55 years, Mega Group has provided a competitive edge to like-minded Canadian independent home goods retailers by providing programs and services that save them time and money. Entirely member-owned, Mega Group provides the combined expertise and scale in the areas of Retail financial support, Digital business, and Business Fundamentals that our members cannot easily access or afford on their own.

Want to learn more? Check out our [website](#) and follow us on [Facebook](#).

Our goal is to support local businesses. We believe the best way to do that is by building a team with various backgrounds, cultures, and perspectives to help make our vision a reality. Diversity and inclusion fuel our innovative solutions and unite us with our members and the communities we serve. We have a nationwide, multicultural, and diverse member base - we want to reflect that inside our walls.