



Moose Knuckles is looking for Temporary Customer Service Representatives to join the crew.

**Some of what you'll do:**

- Manage calls, emails and chat in a timely, friendly and effective manner
- Identify and assess customers' needs to reach solutions and achieve satisfaction
- Keep records of communication with customers and records of transactions
- Communicate and coordinate with internal departments when necessary
- Manage and distribute Return Authorization numbers

**Some of what you'll need:**

- Minimum 2 years of previous experience in customer service, with proven conflict resolution skills
- Fully Bilingual in French and English both verbal and written
- Proficiency in other languages an asset
- Excellent phone and people skills
- Dynamic, organized and detail oriented
- Comfortable with learning new software's
- Knowledge of Momentis and Zendesk is an asset