

Clarion Medical Technologies (formerly Coherent-AMT) is committed to building customer relationships for life by delivering innovative medical solutions that improve the lives of our customers and their patients. We are currently looking for a **Bilingual Customer Service Representative** to deliver outstanding customer service to both internal and external customers by demonstrating ownership of all requests.

Responsibilities:

- . Respond to external and internal customer calls in a prompt and professional manner in order to ensure efficient and prompt dispatching of service requests, service calls and customer requests.
- . Coordinate and track all emergency repairs, installations and replacement activities with service technicians and customers.
- . Accurately enter service request details and relay details to the appropriate service technician or customer.
- . Schedule, coordinate and document all equipment loaner details including arrangements for shipping, pickup and returns.
- . Prepare accurate service quotations for customers.
- . Coordinate and track all repairs, CSA and QC equipment activities with Lab Technicians and customer.

Key Competencies and Skills:

- . Interpersonal skills
- . Excellent communication skills in both English and French
- . Problem solving skills
- . Time management skills
- . Organizational skills
- . Stress management skills
- . Attention to detail

Qualifications:

- . 5 years of customer service experience
- . High School diploma

Clarion Medical Technologies offers the following benefits:

- . Competitive compensation
- . Comprehensive dental & medical benefits
- . Both personal and company bonus potential based on performance
- . Pension plan
- . Health & wellness program including weekly massages and lunch and learns
- . Education assistance
- . Company sponsored social activities
- . Internal career advancement & growth opportunities
- . Opportunity to volunteer for a variety of aesthetic treatments