



## **Bilingual Customer Service Representative for Order Desk (French/English)**

### **Dufflet Pastries in Toronto**

How would you like to work in an environment that always smells so sweet?! Dufflet Pastries, a supplier of baked goods for restaurants, specialty food shops, supermarkets and hotels, is currently seeking a **Bilingual Customer Service Representative** (French/English) with a vibrant personality to work with our team of seasoned Customer Service Representatives.

The ideal candidate will have proven customer relationship skills, handling these key responsibilities:

- Respond to incoming calls from customers placing orders (French and/or English); call customers to place orders; input data accurately
- Provide product knowledge to customers; advise of new products and promotions
- Build strong relationships with team and customers to maintain consistent high levels of service
- Prepare reports, record daily sales, log customer issues and enter standing customer orders
- Maintain communications between internal departments, management and customers, and respond to questions and concerns in a timely manner

Qualifications and Requirements:

- Ability to interact with customers in both French and English (written and verbal)
- Quick learner to adapt to work procedures and accommodate customer needs
- Detail oriented team player
- Strong multi-tasking and organizational skills with proven ability to meet deadlines
- Customer service in the food industry is an asset
- Experience using MS Office, customized computer systems
- Full time hours, Monday to Friday; work occasional Saturday shift

This sweet smelling head office is located in Etobicoke. Does this sound like a position you want to learn more about? Don't delay! Send your resume and salary expectations to [dinah@dufflet.com](mailto:dinah@dufflet.com)

*We thank all applicants for applying; however only those selected for an interview will be contacted. Thank you.*