



Job Posting

LGM is one of the most desirable workplaces in Canada.

LGM was established in 1998 as a dealer development company within the automotive and recreation vehicle industries of Canada. We specialize in distributing high quality finance and insurance products for our clients which are subsequently sold to our client's consumers. LGM supplements its products with ongoing field training and support. Currently, LGM services clients through direct relationships and also through agreements held with 5 automotive manufacturing brands including Volkswagen, Audi, BMW, MINI and Kia.

You can learn more about LGM by visiting our website at www.lgm.ca

Title:	Bilingual Customer Service Rep. (CSR)	Location:	Vancouver, BC
Reports To:	Call Centre Team Lead	Start Date:	Immediately
Job Summary:	The CSR will continuously provide exceptional "Wow!" customer service.		
Hours of Work:	Monday through Friday - 5:00am to 2:30pm PST; Saturday - 7:00am to 11:00am PST 40 hour work week (Shifts subject to change)		
To apply:	Please submit covering letter and resume to careers@lgm.ca		

Summary of Key Responsibilities:

- Continuously provide "Wow!" customer service
- Validate warranty coverage and determine service requirements by troubleshooting with customers
- Resolve issues by clarifying problems and providing instruction to customers; explore potential resolutions and alternative solutions; implement standard resolution paths; escalate unresolved problems
- Answer inquiries and fulfillment requests by clarifying desired information; researching, locating, and providing information
- Sell additional services by recognizing opportunities to up-sell accounts and explain program features
- Maintain call center database by entering in all required information
- Maintain product and customer satisfaction by following established procedures; reporting malfunctions
- Update job knowledge by participating in educational opportunities
- Enhance company and client reputation by accepting ownership for resolving new and different requests; explore opportunities to add value to customer experience



Delivering Excellence.

LGM is proud to be recognized for its growth and employee satisfaction results.

Required Skills:

- Bilingual in English/French
- Spanish is an asset
- Outstanding troubleshooting & problem solving skills
- Excellent administrative and keyboarding skills
- Excellent communication skills
- Outstanding telephone manner
- Ability to multi-task
- Proficient in MS Office
- Exceptional interpersonal skills

Education:

- High School Diploma or equivalent

Experience:

- 1 / 2 years experience in a similar role
- Experience in a consumer electronics / appliance support call centre a distinct advantage

This is a unique opportunity to join a progressive company that is just as excited as you are about winning and building a brand that is truly remarkable. We offer an exciting and rewarding compensation plan that is sure to get you motivated to help us achieve significant success. Examples include our comprehensive benefits plan, RRSP contribution, educational sponsorship program, and a professional work environment.



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