



Is looking for you!



Customer Service Representative French Speaker

CORE RESPONSIBILITIES

- Understand variety of NI departments, processes, and applications to become effective in supporting customer needs
- Process customer purchase orders from multiple sales channels with consistent speed and accuracy using Oracle Order Entry application, Outlook, and other internal business applications
- Modify or update order information as Customers' needs change
- Support customer inquiries regarding order process, product availability, services delivery, repair status, or other information regarding their accounts
- Support our internal and external sales inquiries regarding customer order status, product availability, or other order process related issues
- Provide optimal customer experience by effectively resolving customer issues in a timely manner
- Handle inbound customer service calls for order processing from customers based in the US or other countries within the Americas Region
- Route other inbound customer service calls for Technical Sales, Support or direct transfers from customers based in the US or other countries
- Create and manage Customer data record within Oracle application before transferring customer calls to Tech Sales and Support to ensure proper data integrity of our Customer records

JOB REQUIREMENTS

- College Degree preferred or in progress
- Ability to work Full-time, but flexible, 8-hour shift between department hours of 6 am to 7 pm CST Monday-Friday. Can work overtime as business needs require
- English and French (90% level) language fluency mandatory to ensure excellent reading, writing and verbal communication skills. Must be able to communicate effectively with customers from United States and Canada regarding their product orders, service, and other customer inquiries about their account.
- Strong customer service attitude, positive outlook, excellent work ethic and drive to succeed
- Can manage time effectively and is a self-starter
- Ability to handle multiple duties and tasks that must be completed in a timely manner to meet defined service levels
- Takes ownership of customer needs and demonstrates initiative
- Proficient in computer usage and variety of basic skills
- Aptitude for learning new Business Application and enterprise software
- Oracle order entry and application experience a plus
- Demonstrates aptitude for and interest in a learning and improving processes



Send your Resume to: angie.bolanos@ni.com