

**Talentcor** is recruiting for Bilingual Insurance Advisors in **Halifax, Nova Scotia**.

**Accountabilities:**

- Answer a high volume of calls and redirect them to the appropriate department.
- Assist customers with any billing related issues, setting up new accounts, merging accounts, and/or understanding policies
- Establish and maintain good customer relations, with both internal and external customers.
- Diffuse difficult customer situations and focus on solutions
- Answer incoming calls, emails and or electronic service requests from customers, Record, track and monitor problem resolution.
- Input and or update documented information in a computerized database
- Handle client inquiries in regards to client accounts by telephone, letter, or in person

**Requirements:**

- Verbal and written communication skills.
- Attention to detail, customer service and interpersonal skills.
- Strong listening skills are a must to be able to determine which department the client needs to be transferred to in a timely manner.
- Ability to work independently and manage ones time.
- Call Centre experience
- Ability to accurately document and record customer/client information.
- Previous experience with computer applications, such as MS Outlook or data entry software.
- **Must be able to pass a credit check and Criminal back ground check.**

**Total Compensation Package:**

- \$25.44 per hour

**Apply:**

Please apply directly online or submit your resume to Wendy Macdonald at [wmacdonald@talentcor.com](mailto:wmacdonald@talentcor.com)

Talentcor would like to thank all candidates for their interest in this opportunity. Due to the volume of resumes we receive we may only be able to respond directly to those candidates being selected for an interview.