

## **Customer Service agent fluent english US - MTL**

Wiidii – Montréal, QC

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### **Description du poste**

Wiidii is a young start-up company from Bordeaux (France) created in 2014. It develops and markets a personal assistant application, which combines artificial intelligence and human know-how, in B2B. Our personal assistant tool offers its customers the opportunity to manage and simplify their daily lives. The company has experienced strong growth since 2016.

Website: [www.wiidii.com](http://www.wiidii.com)

We are looking for a highly motivated professionals to be our next Tourism Customer Service Agent working with a team of 8 people in our dynamic Montreal office to provide exceptional service and support to our clients.

As a Tourism Customer Service Agent: customer service and attaining the highest level of customer satisfaction will be your priority, thanks to your excellent administrative, and interpersonal communication skills, with a willingness to go further.

You will interact with customers through the Wiidii application to process and provide information in response to various requests.

### **RESPONSIBILITIES**

Identifying and assessing the customer's needs

Managing incoming requests and responding via our chat system

Providing accurate, complete, and correct information using the appropriate methods and tools, as well as good communication procedures, guidelines and policies.

Managing the CRM system and updates: keeping a log of interactions with customers, processing customer accounts and records, and managing databases.

Travel arrangements: Flights, hotels, cars, etc.

Appointments and reservations: Restaurants, events, concerts, hairdressers, doctors, etc.

Ensuring a high level of customer service and a positive user experience.

Participating in new projects and tests for which we may need your help.

### **REQUIREMENTS**

Your are fluent in English

An excellent level of English grammar and spelling (tests during the interview)

Good editorial skills

You can read and write French

To have a strong knowledge of web tools, geolocation tools, search engines and price comparison sites

A working knowledge of MS Office (excel, word)

Experience in customer service or tourism (an asset)

Flexibility (Monday - Sunday depending on the schedule)

To be interested in new technologies and to be looking for a dynamic start-up atmosphere in which to evolve.

To apply at [recrutement@wiidii.com](mailto:recrutement@wiidii.com)

### **BENEFITS**

A dynamic team, and work environment

Type of employment: all types of contracts full-time, half-time, permanent...

Job Types: Full-time, Contract, Permanent

Salary: \$17.00 to \$18.00 /hour