

# Synergy Medical

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## Customer Service Agent

### Description

Provide technical and non-technical support to customers, providing effective solutions to the issues that are being addressed related to the operation of automation systems and computer accessories (operating system, hardware, software, printers, connectivity, etc.) and/or directing customers to the right resources internally.

### Responsibilities

- Offer support by phone, email, remote access and video camera
- Record calls to maintain a history of interventions
- Transfer calls to second level support when required
- Guide and train customers on the proper use of their system and software
- Coordinate the dispatch of a technician to the customer if necessary
- Make follow-up calls and handle open calls until they are closed
- Communicate with device suppliers to assist customers when their computer and printer break down
- Remotely perform updates and upgrades for customers
- Participate in weekly follow-up meetings of follow-up calls and records
- Achieve and participate in the improvement of the objectives and procedures of the company
- Apply company policies and procedures to meet customer needs
- Compile data for the progress of performance indicators (KPI)

### Qualifications

- DEC in an appropriate field
- 2 to 3 years' experience in customer service technology products
- Perfectly bilingual (French & English)
- Excellent ability to communicate by phone as well as email (oral and written)
- Schedule:
  - Being available and flexible for a variable schedule
  - Being available on call during evenings, nights, and weekends possibly on rotating cycle with bonuses
- Good knowledge of the Microsoft Office suite (Word, Excel, Access)
- Extremely comfortable with IT
- Knowledge of electronics and/or mechanics is an asset

### Job Benefits

- A growing and constantly evolving work environment
- Opportunities for career development
- Group insurance and access to telemedicine
- An employer RRSP-contribution up to 4%
- Health and wellness program
- Work from home with occasional work from the office

### Hiring organization

Synergy Medical

### Employment Type

Full-time

### Job Location

Longueuil

### Date posted

December 22, 2021