



lundi, 26 avril 2021

### **Bilingual customer service agent**

#### **Description :**

Ver-Mac is a leading manufacturer of mobile signaling, security and lighting equipment. Ver-Mac manufactures, among others, variable message signs, traffic arrows, speed signs, temporary traffic lights, speed sensors, lighting towers and surveillance platforms. With its JamLogic software, Ver-Mac enhances its offer by providing automated, real-time traffic management solutions to improve the safety of workers and road users and promote mobility.

A family business founded in 1957, Ver-Mac has been led by Sandra-Lee McBain and Whitney Richardson for more than 30 years. More than 300 employees contribute to the company's success every day at its plants in Quebec City, Canada (Head Office) and Houston, USA.

Omnipresent in the Canadian and American markets, Ver-Mac products are also distributed internationally in the United Kingdom, Australia, New Zealand, United Arab Emirates and in several African and South American countries.

The Ver-Mac team is proud to offer innovative, eco-responsible and high-performance products. Ver-Mac's fully vertically integrated production plants and research and development department allow the company to market products and solutions that meet the industry's highest standards as well as the specific needs of its clientele.

#### **Main responsibilities :**

- Process customer requests;
- Order parts for customers;
- Follow up with customers by email or phone;
- Provide administrative support to the technical support department;
- Create various reports;
- Collaborate with other departments.

#### **Job requirements :**

- Bilingualism (French and English);
- Very good computer skills;
- Education or experience in a relevant work field.

#### **The benefits of joining the team:**

- Salary : To be discussed ;
- Work schedule : Monday to Friday from 8:00 am to 4:30 pm;
- Status: permanent, full time;
- Sick leave available ;
- Drug, paramedical, disability and life insurance with possibility to include the dental option;
- RRSP with employer contribution;
- Free parking;
- Nearby public transportation during rush hours.

**Discover the history, products and environment of Ver-Mac at [www.ver-mac.com](http://www.ver-mac.com). Stay tuned to our various developments and career opportunities by subscribing to our Facebook and LinkedIn pages!**