



Remote Bilingual Client Care Representative

Build a meaningful career

At LifeWorks, we offer more than career opportunities, we provide career opportunities to make meaningful contributions to people's lives. The extraordinary expertise of a more than 6,000-strong workforce is harnessed to support the employees and families of the organizations we serve. Our innovative programs have a lasting impact on the health, financial security and productivity of 24,000 workplaces.

Remote Bilingual Client Care Representative (10 positions available)

LifeWorks

Remote (Work from Home)

Permanent, Full Time

LifeWorks supports the total health and well-being of over 35 million lives worldwide with our clinical expertise, global presence and digital well-being platform. We empower healthier, happier, and more productive employees by combining our award-winning Employee Assistance Program with proactive wellness solutions in a digital ecosystem that helps them prevent and manage issues and concerns about family, health, life, money, and work.

As a Global Employee Engagement Platform serving tens of thousands of companies and millions of employees worldwide, LifeWorks uses innovative technology and mobile-first user experience to deliver a Total Wellbeing Solution that people and companies - such as Aviva, Burberry, Walgreens, Expedia, Intel and Nestlé Canada - love to use.

LifeWorks employees have access to the same high-quality well-being support and resources provided to our customers. We pride ourselves on providing a work environment that inspires innovation, connection and collaboration while also supporting your growth and development both personally and professionally. We value difference-makers, and individuals and teams who bring high energy, passion, and a relentless commitment to excellence to their roles.

Summary

Our 24/7 Care Access Centre is where it all happens. Our Bilingual Customer Service Representatives are first responders to client requests received over the phone, email and chat. Taking care of clients' means having conversations that determine their needs and appropriate support based on a wide array of industry leading solutions. Our environment is fast-paced, supportive, innovative and fun. Joining our LifeWorks family

will provide you with fantastic work experience, not to mention some great connections and friends along the way.

Succeeding as a Bilingual Client Care Representative will require the following core qualifications and skills

- A Bachelor degree, community college diploma or equivalent post-secondary education
- Bilingual in French and English
- The flexibility to work shifts which may include days, evenings, weekends
- Previous customer service experience in social services, sales, call centres and/or office environments preferred

Characteristics of a Bilingual Client Care Representative

As a new employee you'll get paid to learn more about our fantastic services and our approach to client conversations, through a combination of online courses and live instructor-led sessions.

Successful Bilingual Customer Service Representatives are:

- Passionate about helping others
- Excellent customer service, written and verbal communication skills
- Dedicated to providing a meaningful customer experience
- Empathetic and able to triage crisis situations to our clinical team
- Go-getter, results-oriented and good-natured
- Driven to achieve performance success and enjoy working in a fast-paced environment
- Happy to work for a successful company that promotes from within

Being part of the largest and most successful EFAP organization world-wide isn't the only benefit. Additional benefits include:

- A permanent position with a competitive benefits package
- A robust training program that prepares you for your role
- Opportunities to increase your earnings through performance based incentive programs
- An environment that values employee engagement, innovation and client service excellence
- Development plans and resources to support your career aspirations
- Growth opportunities in a company that promotes from within
- A team of colleagues who work hard together and have fun

Job Grade: MS1

About LifeWorks

LifeWorks is a global leader in delivering technology-enabled solutions that help clients support the total wellbeing of their people and build organizational resiliency.

By improving lives, we improve business. Our solutions span employee and family assistance, health and wellness, recognition, pension and benefits administration, retirement and financial consulting, actuarial and investment services.

LifeWorks employs over 6,000 employees who work with some 24,000 client organizations that use our services in more than 160 countries.

LifeWorks is a publicly traded company on the Toronto Stock Exchange (TSX: LWRK).

For more information, visit [**lifeworks.com**](https://lifeworks.com).

Please apply by emailing your resume to Larissa Wilson (Larissa.Wilson@lifeworks.com).