



FORD CREDIT
CRÉDIT FORD

Ford Credit Canada Company, a subsidiary of Ford Motor Credit Company, has provided dealer and customer financing to support the sale of Ford Motor Company products in Canada since 1962. We are looking for bright, enthusiastic and team-oriented individuals to join our team. Our work atmosphere is fast paced, innovative, and people oriented.

As part of a global organization, we value our employees and provide comprehensive, ongoing, and relevant job-specific training to encourage personal and professional growth. We are an equal opportunity employer that offers a competitive salary and benefits package (for more information, see our website at <http://credit.ford.ca/career-centre>) that includes:

- A total compensation package that is competitive with leading Canadian corporations and that emphasizes pay-for-performance. Starting salaries recognize academic achievement and related work experience
- Comprehensive health care benefits that provide flexible coverage for employees and their dependents
- Generous vacation and paid holiday plans
- Company contributions that enhance employees' participation in the Savings and Stock Investment Program
- A Tuition Refund Plan that encourages continued education
- A new-vehicle purchase plan

Career Opportunity: Customer Service Representative

Education:

- Post-secondary education preferred
- High school diploma

Responsibilities include:

- Manage a portfolio of customer accounts
- Maintain a high call productivity
- Provide superior customer satisfaction with each customer contact
- Resolve customer concerns in a positive professional manner

Competencies:

- Strong listening and problem-solving skills
- Ability to work effectively in a team environment
- Courteous and professional phone etiquette
- Proficient computer skills (i.e. Word, Excel, PowerPoint, Outlook)
- Bilingual (English/French) candidates preferred

Additional Information:

- Various shifts available. Candidates must be able to work a flexible schedule during our hours of operation, which include: Monday – Thursday from 6:00 a.m. – 8:00 p.m., Friday from 6:00 a.m. – 5:00 p.m. and Saturday from 7:00 a.m. – 1:00 p.m.
- If you are interested in applying, please forward your resume to Human Resources: jobpost@ford.com or via fax (780) 443 5350.

Accommodations for applicants with disabilities throughout recruitment, selection and / or assessment processes, where needed, are available upon request. Please inform Human Resources of the nature of any accommodations(s) that you may require.