



Join us and make a difference.

Customer Care Representative - Bilingual

Permanent Full-Time, (35 hours/week); Bargaining Unit
Salary Range: \$50,680 – \$62,957 (annual)
Location: Sudbury

As part of a high-performance team, you will be the primary point of contact for clients, stakeholders and vendors. The Customer Care Representative – Bilingual plays a critical role in establishing and maintaining successful external client relationships, referring clients to appropriate internal consultants or departments, and assisting clients to identify relevant programs, products and services.

In this role, you will support the accurate record keeping of training and consulting information by entering the appropriate records in Dynamics 365. You will ensure that program materials and products are available to order from the print service provider, and that the specialists delivering training have the current version of the related leader's guide. This is achieved by working closely with the print service provider and the Program Development team.

You enjoy relationship building and have a strong belief in excellent customer care services. You have demonstrated ability to build rapport, interact and maintain relationships with all levels of management, employees, key stakeholders, and external clients. Your ability to organize workloads and prioritize is accompanied by your ability to manage multiple tasks and work within tight deadlines.

You have obtained a post-secondary education or equivalent combination of education and experience in General Office Administration, complemented with three (3) years of related job experience. Bilingualism in English and French is required. You must possess advanced level oral French language skills.

To apply for this position, please forward your written application by 4:00 p.m. on **May 16, 2025** to:

Human Resources
Workplace Safety North
690 McKeown Avenue
North Bay, ON P1B 9P1
E-mail: talent@workplacesafetynorth.ca

www.workplacesafetynorth.ca

Here to help make workplaces safer

Workplace Safety North (WSN) is a not-for-profit health and safety association funded by the provincial government to provide approved health and safety training and services to the mining and forest products industries. A trusted safety advisor, WSN and its legacy organizations have been helping make workplaces safer since 1915.

Why WSN is a great place to work

- Competitive Salary
- Company paid Group Benefits include: Health, Dental, Vision, Short Term Disability, Long Term Disability, Life Insurance, Dependent Life Insurance, Accidental Death and Dismemberment, Out-of-Province Travel Insurance and Employee Assistance Program
- Excellent Employee Pension Plan
- Professional Association/Affiliation membership fees, where eligible
- Competitive Vacation Time and Leave Entitlements
- Business mileage and meal reimbursement
- Leader in Health and Safety Practices



We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

WSN is an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, WSN will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process.