



ACCESSIBLE ACCESSORIES LTD.
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Title:	Program Support – Bilingual French
Role:	Data Processing/Program Support/Help Desk
Status:	Full-Time (40 hrs/Week)
Position Summary:	<p>An enthusiastic individual who can produce results with high level of accuracy and efficiency. You will be responsible for data processing, translation, manipulate graphics, data maintenance, program support, and help desk duties. Other duties include client inquiries/troubleshooting, refine and verify data information for upload. Assist with business projects in a timely manner that requires excellent organizational, communication and interpersonal skills. Requires work to be done independently involving task management and prioritization. Performs other duties as required.</p>
Main Duties:	<ul style="list-style-type: none">➤ Receive, sort, verify, and enter data, including graphics. Ensure the accuracy and completeness of information according to specifications. Investigate and follow-up on discrepancies, errors, and inconsistencies with Manager.➤ Bilingual Help Desk duties to resolve routine problems, provide assistance, support and basic troubleshooting to clients (passwords, expiry dates, access rights, quote views, etc.) via phone, email or web support in an efficient, courteous and knowledgeable manner.➤ Receive and make phone calls, follow-up client and business inquiries. Communicate with suppliers, clients, or any other persons in order to give or obtain information related to area of activities.➤ Participate in the maintenance of manual and computerized information systems. Perform basic tests of configuration and features for errors/gaps as required, submit report of checks and fails when completed.➤ Properly track and record changes, additions, and adjustments to program content and client information.➤ Notify Manager of any anomaly, situation, potential conflict or particular problem and, as necessary, propose changes or improvements to the work flow.

Additional Requirements:

- Ability to communicate effectively in a personal and courteous manner. Solid listener and can resolve concerns and problems, demonstrating professional behaviour.
- Ability to translate data, information sheets, verbiage and participate with construction of online video tutorials.
- Ability to work efficiently in an unsupervised atmosphere, and within a team, effectively managing and setting priorities when faced with multiple tasks and deadlines over a period of time. Flexibility to change priorities as required.
- Ability to maintain a high level of concentration with attention to detail through interruptions.
- Ability to learn new software as required to perform duties.
- Ability to work with internet applications, navigation, and search tools.
- Ability to learn and receive constructive criticism.
- Perform other duties as required. *The list of duties and responsibilities outlined above is representative and not a complete and detailed list of tasks which may be performed.*

Formal Education:

- Grade XII Graduate or Canadian Equivalent is required.
- Certificate/Diploma from a recognized Technology program an asset.

Experience:

- Minimum of 2 years technical experience is preferred.
- Previous automotive Parts and Accessories experience an asset.

Knowledge/Skills:

- Fully Bilingual (English/French) verbal and written.
- Good Technical Support and Communication skills, ability to use common sense/layman terms and display patience with clients.
- Technical aptitude with MYSQL, PHP, Javascript, and HTML, various operating systems such as WindowsXP & 7/Vista/Server 2003 and Linux would be an asset.
- Advanced knowledge of MS Office 2003/2007 required; and Adobe Creative Suites would be an asset.
- Ability to work with databases, graphics and internet applications.
- Accurate keyboard skills of 50 wpm desired.
- Ability to safeguard Accessible Accessories information as confidential.