# Bilingual (French/English) Customer Service Representative

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| **Requisition** | R0000192034 |
| **Employer** | RBC Insurance Services Inc. |
| **Canadian locations** | Mississauga (Ontario, Canada) |
| **Primary address** | 1530 DUNDAS ST W, MISSISSAUGA, ON L5C 1E4, Canada |
| **Posted** | November 4, 2026 |
| **Last day to apply** | December 3, 2026 |
| **Posted deadline** | December 4, 2026 |
| **Business area** | INSURANCE |
| **Employment status** | Regular |
| **Work schedule** | Full time · 37.5 h per week |
| **Pay type** | Salaried |

## The position

The Bilingual (French/English) Creditor Customer Service Representative will interact with clients over the phone, and provide them with insurance advice and solutions based on their individual needs. You will strive to constantly improve functions taking a client focused approach to effectively process client requests and provides advice and service solutions where appropriate regarding their credit insurance coverage on loans, lines of credit, mortgages and business loans. Your will retain the customers by showing the benefits and features of keeping their coverages. Your ability to provide superior customer service, build rapport and gain the clients' confidence will be critical to your success.

## Responsibilities

- Processing incoming calls and meeting customer expectations by providing information, understanding needs, offering value-added solutions, spotting opportunities and taking into account responsibility for resolving customer concerns
- Secure new activities and/or retain existing ones
- Ensure that clients receive optimal service at a level that meets their needs, either personally or by referring them to the appropriate partner (internally or externally).
- Addressing customer concerns, strengthening ownership and accountability at the first point of contact through client-centred behaviour, ensuring that the climbing process is monitored, as appropriate
- Process relevant documents for clients, ensuring accuracy and completeness of information
- Meet monthly sales and retention targets.

### Qualifications

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## Requirements

- Excellent communication skills in French and English
- Solid aptitude for listening, establishing rapport and finding the right solutions for customers
- Particular attention to detail and problem solving skills
- Ability to navigate between multiple systems
- Flexibility to work a variety of shifts as our Centre is open Monday to Friday 8:00am to 8:00 pm to better help our clients

## Assets

- Sales experience and success in meeting and exceeding sales targets in a Contact centre environment

## Pay and benefits

RBC teams aim to grow by working together, thinking ahead and giving dependable advice that helps clients and communities prosper. They support one another, develop their potential and strive for outcomes that benefit the communities they serve as well as the bank.

- A comprehensive set of total rewards including flexible benefits, competitive remuneration and stock options
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- Managers who coach employees and help them find opportunities to develop.
- Flexible work/life balance options
- Capacity to make a difference and sustainable impact
- RBCI sophisticated software tools to increase your productivity and develop your business

RBC is accepting applications for an existing vacancy. Qualified applicants may hear from the recruitment team for a more detailed review of their résumé.

## Job Skills

Communication, coverage analysis, customer service, decision-making, insurance operations, knowledge of claims, settlement negotiations

RBC accepts applications until 11:59 p.m. on the day before the posted deadline.

## Our Employment Opportunities

RBC works as One RBC and follows five shared values: putting clients first, integrity, collaboration, respect and excellence. As one of the world’s largest and most successful banks, it sees inclusion and different perspectives as important to continued growth. RBC supports staff in doing their best work, working together, innovating and developing professionally. Its policies and programs foster respect, belonging and opportunities for everyone to create value for clients and communities.

## Talent community

People who join RBC’s talent community can receive new postings, career advice and recruitment event updates tailored to their interests.

RBC’s careers portal shares information about career paths and how its teams contribute to client and community well-being.

Search for requisition R0000192034 on the RBC careers portal.

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