

Customer Service Representative (Bilingual – English/French)

Are you passionate about delivering exceptional customer experiences?

Do you enjoy building long-term customer relationships and being the person people can count on to get things done? Do you thrive in a fast-paced environment where every day brings something new?

If so, Alpha Controls may have the perfect opportunity for you.

We are currently seeking a **Bilingual Customer Service Representative (English/French)** to join our Service Department. In this role, you will serve as a key connection between our customers, laboratory team and sales staff, helping ensure a seamless customer experience from initial inquiry through service completion.

Position Summary

At Alpha Controls, our Customer Service Representatives play an integral role in the success of our organization. You will be responsible for coordinating customer interactions related to calibration services, managing service requests, maintaining accurate documentation, and ensuring customer commitments are met.

This is a demanding and fast-paced position where responsiveness, attention to detail, and strong organizational skills are critical. We are looking for someone who is proactive, customer-focused, and comfortable making independent decisions to keep work moving efficiently.

As a bilingual representative, you will support customers across Canada in both English and French, providing professional and timely communication through phone, email, and written correspondence.

What You'll Be Doing

- Provide exceptional customer service by assessing customer needs and delivering timely support and solutions.
- Serve as the primary point of contact for customer inquiries regarding calibration services, including order status, pricing, turnaround times, scheduling, billing, shipping, repairs, and service expectations.
- Communicate professionally with customers in both English and French.
- Receive, review, and process calibration requests, quotations, purchase orders, and service agreements.
- Contact customers regarding quotations and obtain purchase order approvals.
- Create, maintain, and manage accurate work orders, asset records, job files, and customer documentation within internal systems.
- Process customer equipment into calibration management software to ensure customer commitments are met.
- Assist in shipping/receiving and Sub Contracting processing as required
- Monitor job progress and proactively communicate updates, delays, and changes to customers and internal teams.
- Relay general technical information to customers and coordinate communication between operations, laboratory staff, field service technicians, and sales personnel.
- Support billing accuracy by verifying completed work, service scope, and documentation prior to invoicing.
- Maintain organized records in accordance with quality and regulatory requirements.
- Actively support company goals, policies, and procedures.

- Other duties as assigned.

All About You

- You genuinely enjoy helping people and creating memorable customer experiences.
- You are fluent in both English and French, with strong verbal and written communication skills in both languages.
- You are highly organized and can successfully manage multiple priorities in a fast-paced environment.
- You possess strong critical thinking and problem-solving skills.
- You communicate clearly and professionally with customers and colleagues.
- You are proactive and comfortable making decisions with minimal supervision.
- You have strong attention to detail and take pride in accurate work.
- You can read and interpret procedures, work instructions, and technical documentation.
- You are comfortable learning and using business software and databases.
- You bring a positive attitude, strong work ethic, and collaborative approach to your work.

Education & Experience

- High school diploma or GED required.
- Minimum 3 years of experience in customer service, service coordination, administration, or a related role.
- Experience in a technical, laboratory, industrial, manufacturing, or service environment is considered an asset.
- Proficiency with Microsoft Office applications.
- Experience using ERP, CRM, scheduling, or job-tracking software is preferred.
- **Professional fluency in both English and French is required.**

Preferred Qualifications

- Experience in the calibration, instrumentation, or metrology industry.
- Familiarity with quality systems such as ISO/IEC 17025.
- Experience supporting customers across multiple provinces or regions.

About Us:

For over 45 years our family owned and operated business has been providing technical solutions and support to numerous industries including pharmaceutical, automotive, food and beverage, water and wastewater, aerospace, cannabis, and HVAC. We carry a comprehensive range of high-quality instrumentation for pressure, temperature, humidity, gas, level, flow and much more!

But our support goes beyond technical answers and the right instruments. Alpha Controls' expert technicians also provide instrument calibration, full service, and repair. In addition, we also offer validation services and will work directly with our customers to implement a compliant, and effective validation plan that meets their needs from start to finish. One could say, we are a one-stop-shop!

Ready to Join our Team?

Our team is passionate about growth, innovation and collaboration. We are a family-owned business who takes pride in our people. We're more than just a place to work...we're family. Your experience is important to us, but so is chemistry. We want the best for our team, AND customers.

Come be part of the Alpha Controls family! Apply now.

Learn more about Alpha Controls & Instrumentation: www.alphacontrols.com

Job Type: Full-time

Pay: \$55,000.00-\$70,000.00 per year

Benefits:

- Casual dress
- Dental care
- Extended health care
- On-site parking
- Paid time off
- Vision care

Ability to commute/relocate:

- Markham, ON L3R 5G3: reliably commute or plan to relocate before starting work (required)

Education:

- Secondary School (required)

Experience:

- Customer service: 3 years (required)

Work Location: In person

