

Parlez-vous français?

French client success team member (full time, permanent)

Ameego is the world's premier restaurant scheduling and labour management software and we're proudly expanding into Quebec! To help guide our new french speaking clientele through the Ameego onboarding process, and to provide world class help support to them, we're looking for a fluent french speaker to join our client success team! Oh, and we need help translating our platform and support materials too. Basically, if you're into world class customer service, love meeting new friends, and speak french fluently (with a strong understanding of grammar), have we got the job for you!

Roles + responsibilities

- Provide world class email and phone client support in Canadian french and english.
- Provide first level phone and email support to to our existing client base (creating accounts, password resets, onboarding new clients, aiding the support team in resolving any technical issues, etc.).
- Create knowledge base (our help and training section) documents in Canadian french.
- Work with the development team to translate copy within the existing Ameego platform into french.
- Coordinate and host Ameego training sessions in Canadian french.
- Work with the marketing team to creating training videos in Canadian french (and be patient because their french skills rival Mr. Joey Tribbiani ("Je m'appelle Claude!").

How things work around here

It all comes down to results, and our expectations are very high. Everyone in our crew is a star performer and they live to exceed expectations. That's the standard by which we live, work and play. We're not too hot on 'presentee-ism' - just showing up for eight hours a day and not delivering. Results are where it's at and that's how we operate. We work in what's called a 'ROWE'. It stands for 'Results Only Work Environment'. Basically it means that as long as you deliver results, do whatever the heck you want, whenever the heck you want to. Yup, go grocery shopping on Tuesday afternoon, and check out a matinee on Thursday, as long as your work gets done. If the ROWE sounds wicked to you, that's because it is.

What you bring to the table

- Be awesome.
- Be really awesome.
- Canadian citizen or permanent resident.
- Legally entitled to work in Canada per Provincial legislation and regulations.
- Not currently in receipt of Employment Insurance (EI) benefits.
- Must be fluent in Canadian french (written and verbal).
 - A post-secondary degree in french language will be considered an asset.
- A post secondary degree is required.
- Exceptional written and verbal communication skills and wizard-like french grammar skills.
- 3+ years experience in the restaurant industry will be considered an asset.

How to apply

We're looking for people that 'stand-out'. You should be outstanding yourself and so should your application. Send us documents, pictures, videos, or anything else that you think is relevant to pamm@myameego.com. Please include one of the following phrases in the subject of the email:

- "French client success team member - [your own personal phrase indicating your awesomeness]"
- "French client success team member - I'm not here to waste your time"
- "French client success team member - Prepare to be dazzled"

If we think you may be a good fit, we'll be back in touch with you via email to discuss step two!