



## **Bilingual Consumer Affairs Representative**

**Location: Southern Pines, North Carolina**

At Hamilton Beach Brands, Inc., a leading designer, marketer, and distributor of small household and commercial appliances, our culture is one of hard work, ethical behavior and teamwork. We roll up our sleeves and work hard to create products that have been pleasing customers for over 100 years. We offer a comprehensive compensation and benefits package; we offer health, dental and vision insurances, along with 401(k), paid vacation, a paid charitable day off to share your talents with the non-profit of your choice, a quarterly subsidy to help cover the costs associated with staying fit, the ability to purchase our products at a discounted cost, employee recognition, team building activities, and a casual dress code just to name a few of the advantages of working for this dynamic company.

We have an immediate opening for a Bilingual Consumer Affairs Representative located at our Southern Pines, NC facility. This position is the first line of communication to our customers.

### **Responsibilities of the position include:**

Answer, process and document incoming phone calls, e-mails and letters from retail consumers in a fast-paced call center.

### **Requirements of the position include:**

- Must be bilingual (English/French)
- Six months customer service experience preferably in a call center
- High School Diploma or equivalent
- Excellent verbal and written communication skills
- Computer skills with experience in data entry, email and the internet
- The ability to work well in a fast-paced team environment

Our employees enjoy working in a tobacco-free and drug-free work environment. Hamilton Beach Brands, Inc. is committed to hiring and retaining a diverse workforce. We are an Equal Opportunity/Affirmative Action Employer, making decisions without regard to race, color, religion, creed, gender, sexual orientation, gender identity, marital status, national origin, age, veteran status, disability, or any other protected class.

If interested, please apply at:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=d8978a7a-9b10-44e7-adcf-1ee5e34d374a&cclid=19000101\\_000001&jobId=302691&source=CC3&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=d8978a7a-9b10-44e7-adcf-1ee5e34d374a&cclid=19000101_000001&jobId=302691&source=CC3&lang=en_US)

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Closing Date: 2/29/20