Full-Time Bilingual Customer Service Representative (No Sales) – Work from Home

If you are looking to join a dynamic and diversified team in a fast-paced environment that values and respects both its customers and employees, then TWCC Contact Centre Services Ltd. (TCCS) will be an excellent fit for you. There is a 1 day on-site training program beginning on October 26, 2026, which then moves to work from home.

The TWCC Group of Companies are committed to the efforts of economic reconciliation for Indigenous people in Manitoba and across Canada. We strive to foster a diverse, inclusive workplace that is not only a representative of the broader community, but also the Indigenous communities that form the ownership of TWCC. As part of this commitment, preference will be given to qualified applicants who self-identify as Indigenous in the application process.

Job Overview:
Provide exceptional service and guidance to customers and providers regarding Dental Insurance matters.

Work Hours (Full-time) 37.5 per week. Flexible availability between Monday to Friday 4:30 AM – 8:00 PM CST (**no overnights and no weekends)**

Work From Home
Candidates must be able to work in an environment that is separate from other areas within their home, with direct internet access (hard wire) and must also have a mobile device with internet capability. All other equipment is provided and is to be returned at the end of the employment term.

Summary of Accountabilities and Experience:
- Successful candidates will be required to have 1+ year(s) of experience in a contact center environment.
- Meet or exceed established performance targets: Attendance/reliability, Call Quality, Average Handle time, and Scheduled Adherence.
- Provide complete and accurate information in a professional, courteous and pleasant manner.
- Identify client's needs through effective probing and active listening.
- Recommend appropriate options and solutions to fulfill client's needs.
- Complete post call activities/documentation accurately and timely.
- Ability to follow required scripting and necessary call flows using internal tools and resources.

Required Skills and Attributes:

- **Bilingual Capability:** Proficiency in both English and French languages. Potential candidates will be required to complete testing.
- Excellent customer service skills (soft skills and professionalism);
- Proven effective communication skills (listening/verbal/interpretation);
- Strong computer/technical skills including an ability to assist with website navigation and multiple PC applications (i.e. Microsoft Teams, Outlook, internet browsers and internal resources);
- Drive for client success by providing engaging, polite, professional and helpful service.
- Team player; coachable and open to feedback.

Job Requirement: Security Clearance

Successful candidates will require to complete a Personal Enhanced Reliability Check (PERC) clearance issued by the Government of Canada. Candidates will be required to provide 2 pieces of valid Government ID and undergo fingerprinting to be granted Clearance. **All related costs will be covered by TCCS.**

Compensation

Base starting wage is **$20.00/hour.** TCCS provides a comprehensive Group Health/Dental and Pension Plan. Training is paid and will be on site in our Winnipeg, Manitoba office.

Please upload a personal resume via Career Applications | Tribal Wi-Chi-Way-Win Capital Corporation or click on QR code to be directed to the website:



Thank you for applying.

Candidates who meet the requirements will receive a call or email.