

STIRLING MARATHON

Stirling Marathon Limited | 33 Park Road | Elora, ON | CANADA N0B 1S0

Position: Bilingual Customer Service Representative

Location: In Person

Duration: Full Time/Part Time, Permanent

About the Company:

Stirling Marathon is a proudly Canadian, family-owned, and rapidly growing manufacturer and distributor of high-quality home appliances. Based in Elora, Ontario, we operate under the Stirling, Marathon, and Epic brands. We are honoured to be bringing appliance manufacturing back to Canada, delivering products that showcase exceptional quality, engineering, and performance.

At Stirling Marathon, we believe in working together as a team, treating our customers and each other with respect, and creating a positive, supportive work environment. We value hard work, innovation, and dedication—and we make sure to have fun along the way. If you're looking to join a company where your contributions matter and you can grow alongside a passionate team, you've found the right place.

Job Description:

Located in Elora ON, Stirling Marathon is a family-owned Manufacturer/Wholesaler of home appliances. We are currently seeking a part-time Bilingual Customer Service Representative to be employed in our customer service team.

Responsibilities

- Answering and dealing with all French service-related questions from consumers on the phone.
- Answering all customer service-related emails and monitor the live chat in French.
- Assisting customers with service calls from initial call to final resolution.
- Troubleshoot product questions and issues (product training provided).
- Coordinating parts orders to be shipped out.
- Setting up service calls with third party technicians as needed.
- Assisting with other administrative tasks as needed.

Qualifications

- Bilingual French and English is mandatory
- Minimum of 2 years' experience in a similar position is preferred
- Experience working with Freshdesk and Enterprise 21 would be an asset
- Experience working with home appliances would be an asset
- Proficient knowledge with Microsoft Office
- Ability to multi-task and communicate well with others
- Excellent communication and problem-solving skills
- Positive attitude and attention to detail

Please email all applications to: hr@stirlingmarathon.com