

Bilingual Technical Customer Service Agent - Remote

Description

OPENLANE is hiring a bilingual English-French Technical Customer Service Agent for a remote position in Canada. The role combines customer support with technical troubleshooting across online platforms. **Pay: CA\$20-CA\$25 per hour.**

Responsibilities

- Assist customers with site navigation, login, permissions, and platform functionality.
- Troubleshoot technical issues across multiple applications.
- Track customer interactions and cases in CRM systems.
- Manage customer expectations and resolve inquiries professionally.

Qualifications

- Bilingual English and French.
- 3+ years of customer service or technical-support experience.
- Strong organization, communication, and troubleshooting skills.
- Experience with CRM or contact-center tools is valuable.

Experience

3+ years of customer-service or technical-support experience; related experience may be considered in place of a degree.

Skills

Bilingual customer service, English, French, technical support, troubleshooting, CRM, Salesforce

Job Benefits

Pay: CA\$20-CA\$25/hour. Remote work in Canada with competitive benefits, paid time off, retirement-plan support, parental leave, employee assistance, and development opportunities.

How To Apply

Apply through the current listing: [OPENLANE application](#).

Hiring organization
OPENLANE

Employment Type
Full-time

Industry
Automotive Technology / Customer Support

Job Location
Vancouver, British Columbia, Canada
Remote work possible

Working Hours
Business hours include Monday-Friday 7:00 AM-8:00 PM EST and Saturday 8:00 AM-6:00 PM EST.

Date posted
October 5, 2026