



**Bilingual French-English Associate** – Fast-paced and dynamic environment with excellent professional development opportunities.

Are you looking to put your language skills to good use at a growing company that offers great benefits, a dynamic work environment, and excellent professional development opportunities? Join our award-winning Customer Service team in Dallas, TX where you can interact with clients and colleagues from around the world as you enhance your professional skills.

**The Company:** ISN was established in 2001 and is a global leader in contractor and supplier management. We work closely with a variety of household-name clients in the US, Canada, Europe, Australia, Latin America, and the Middle East to connect them with safe and reliable contractors and suppliers and incorporate a level of due diligence in the contractor management process.

**The position:** We are looking for a full time Associate with a bachelor's degree from an accredited university and/or equivalent work experience who will proactively service and support our contractor/supplier clients via telephone, participate in sales and marketing, field incoming calls and inquiries, and troubleshoot problems in both English and French.

- We are a growing company with an increasing international presence – you'll be using your language skills daily, with opportunities to travel in both the U.S. and Canada.
- Through the 7-week training program, employees will receive classroom and on-the-job training in areas of Soft Skills development, Customer Service Excellence and ISN products and services. Employees can expect to spend up to 2 years on the Customer Service team.

**The location:** ISN is based in Dallas, TX. The Dallas-Fort Worth metroplex is the fourth largest metropolitan area in the country, with a wide variety of excellent schools, entertainment venues, sports teams, and museums. ISN's headquarters is in uptown Dallas, a short walk from multiple restaurants and shops, with easy access to public transportation and major highways.

#### **Who should apply?**

- Fluent in French and English (written and oral)
- Excellent verbal and written communication skills
- Excellent customer service orientation
- Proficient computer skills (Word, Excel, PowerPoint, e-mail applications)
- Desire to work with people and consistently engage in verbal interaction over the phone

#### **ISN Benefits\***

- Competitive pay and bonus
- Quarterly team-building events
- Professional development & training opportunities
- Matching charitable gift program
- Medical, Dental, Vision, and Life Insurance
- Long-Term & Short-Term Disability Coverage
- Retirement matching
- Paid time off

*\*All benefits are subject to change with notice to the employee*

**2020 Start Dates:** upon graduation, either June 8 or September 14

**Compensation:** \$58,000 annual base salary with opportunity to earn \$5,000 - \$11,000 annual target incentives. Total annual potential compensation \$63,000 - \$69,000.

**Interview Dates:** first round interviews will be held on campus or over the phone. If successful after first rounds, candidates will be invited to final round interviews at our Dallas Headquarters March 30 & 31.