



# RinkNet Scouting Software

54 Monarch Road  
Guelph, Ontario N1K 1S3  
Phone: (519) 836-2504  
Fax: (519) 836-6703  
Email: [Jobs@RinkNet.com](mailto:Jobs@RinkNet.com)

## Bilingual Customer Service Representative Job Posting

***RinkNet Scouting Software is a growing and progressing company in the software industry and currently has a full-time job openings available for Bilingual Customer Service Representative, Translator and French data entry clerk, out of our head office in Guelph, Ontario.***

### **ABOUT US**

We maintain a database system that is used by 29 National Hockey League team's scouting departments plus 43 Canadian Hockey League teams and a number of other hockey organizations. RinkNet has enjoyed 12 successful seasons in the hockey industry, seeing rapid growth in clientele and the increasing need for information each year.

Our database contains, among other items, the most up to date:

- Rosters and Player Information
- Schedules
- Statistics for individual players
- News and Events
- Hotels in North America and Europe for Scouts travel
- Printed Reports
- Scout tools such as timetables, calendars, address books, e-mail.
- Player Videos

In addition to our scouting software and database information, we provide our clients with tech support and customer service needs. Further information about the company can be found on our web site [www.RinkNet.com](http://www.RinkNet.com).

### **The Position**

*Responsibilities will include:*

- Assisting with French speaking clients over the phone.
- Corresponding with French speaking clients via e-mail.
- Translating words and phrases in database program.
- Entering schedules, rosters and stats into the database for leagues based in Quebec and the Maritimes.
- Researching information over the internet and by contacting teams in Quebec and the Maritimes.
- Proofreading and checking material for accuracy.
- Recording training videos in French.
- Translating presentation documents and other material.
- Translating at training seminars.

## ***Advancement Opportunities***

Our company believes strongly in promoting from within and promotes based on ability and performance rather than on seniority. As well, with the growth of the company over the past several years and prospects of continued growth, new positions are and will become available. As a result, an employee that shows ability and promise can move up quickly within the organization.

## ***Other Details***

The successful candidate will be offered a full time position (37.5 hours per week) that will begin as soon possible.

Compensation will be in the form of an hourly wage based on the position being offered as well as the candidate's education and related experience. In addition to your hourly wage you will receive our company health care benefits and other benefits.

## ***How to Apply***

Candidates wishing to apply must submit a personal resume and covering letter by **no later than Friday June 25, 2010**. Applications will only be accepted electronically, via e-mail to **Jobs@RinkNet.com**. Applications received by other means will be rejected. We will contact only those applicants whom we select for a personal interview.

For more information refer to our web site at <http://Jobs.RinkNet.com>.