

# Job Description – Customer Service Representative

The Customer Service Representative is responsible for supporting customers through the buying cycle and is the first point of contact for all product inquiries. This includes basic technical inquiries, purchase order placement, order status updates, and prioritization of all outstanding customer orders. The successful candidate will be enthusiastic and passionate about providing excellent customer service.

**Reports to:** Operations Manager

## Responsibilities:

- Respond to customer inquiries in a pleasant, courteous, professional and well-informed manner by telephone, email and face to face.
- Accurately and efficiently process and prioritize customer orders.
- Provide accurate quotes in a timely manner.
- Achieve quality service by assessing and responding to customer needs, using sound judgement and flexibility when recommending appropriate opinions/solutions.
- Investigate delivery issues and pricing discrepancies and ensure timely resolution and communication.
- Provide help and advice to customers throughout the buying cycle.
- Examine and process product return requests.
- Perform clerical duties where required.
- Fulfill customer expectations in a manner that complies with policies, practices and procedures.
- Participate in continuous improvements, with focus on service excellence.
- Other duties as required

## Qualifications:

- Post-secondary education is preferred; high school diploma is required.
- 1 – 3 years prior experience as a Customer Service Rep.
- Excellent verbal and written communication skills in English; French fluency is an asset.
- Computer literacy, including knowledge of Microsoft Office.
- Attention to detail in all areas of work.
- Mechanical and electrical working knowledge is highly desired.
- Previous experience with an ERP software is an asset.
- Good organizational, time management and prioritization skills.
- Ability to lift up to 50 pounds on occasion

## Working Conditions:

- Work is done indoors
- Majority of time is spent on the phone and in front of a PC.
- Hours of work are Monday to Friday 8:00 am to 5:00 pm. Hours may fluctuate on business volume and some overtime will be required from time to time.
- Steel toe boots must be worn at all times when in the warehouse.