

# Job Description – Bilingual Customer Service Representative & Administrative Support

The Bilingual (French/English) Customer Service Representative & Administrative Support is responsible for supporting customers through the buying cycle and is the first point of contact for all product inquiries additionally they will be responsible for invoicing and accounts receivable related duties. The CSR will be responsible for responding to technical inquiries, purchase order placement, order status updates, prioritization of customer orders and resolving account irregularities. The successful candidate will be will be fluent in French and English, enthusiastic, and passionate about providing excellent customer service. Other duties, relevant to the position, shall be assigned as required.

**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.
- Generate and send out invoices
- Post and reconcile customer payments to general ledgers
- Maintain accounts receivable customer files and records
- 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 – 2 years prior accounting and customer service experience.
- 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.