

## JOB DESCRIPTION

## Customer Service Representative

Debco is an established, growing leader in high quality and innovative promotional products and has an outstanding opportunity available for a persuasive, competitive **Customer Service Representative (Account Manager)** who is driven to succeed! You are passionate about providing the highest level of customer service to our customers.

Are you a proactive and charismatic communicator? Do you have the ability to “read” people and are valuable in the organization because of your ability to “persuade” to accept change or new ideas? Are you ready to join a team that goes above and beyond for a customer? Do you collaborate well with others, knowing that better solutions for our customers come from working together? If this sounds like you, we would like to talk with you about joining our team as a **Customer Service Representative**. For the right **Customer Service Representative**, we offer a competitive salary and benefits commensurate with experience.

**This position is on-site in Concord, ON.**

### Responsibilities

- Answer incoming customer queries via telephone and e-mail in a professional, yet warm manner.
- Maintain and build relationships with assigned customers by delivering total customer satisfaction
- Works closely with the sales team and multi-line sales representatives to increase sales and customer satisfaction
- Must be a strong team player who may be called on to provide back-up support to other Account Managers portfolios, when required.
- Participate in some external initiatives, for example, attending promotional trade shows or visiting customers
- Must be able to actively liaise between all departments with regards to customer's orders
- Accurate and timely dispensing of information to your account portfolio
- During steady season some cold calling and suggestive selling may be required
- Understanding the artwork process/imprint methods/product line
- Understanding the policies and procedures of the Company
- Other duties as assigned

### Qualifications

- Superior communication skills – both verbal and written
- Inside sales experience required
- Netsuite experience is an asset
- Excellent follow-up skills
- Time-management proficiency
- Communicative and interactive

- Strong problem-solving abilities
- Strong team player and a go getter
- Must be able to think on your feet and multi-task
- Ability to balance urgency, challenge and stress effectively
- Ability to handle multiple tasks and priorities with efficiency
- Communicative and interactive
- Proficiency in using Microsoft Office Suite Application

Debco is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.

**Resumes may be sent to:** [debcoreers@hpgbrands.com](mailto:debcoreers@hpgbrands.com)