

## **Overview**

We are seeking a dedicated and enthusiastic Customer Service Representative to join our dynamic team. In this role, you will be the first point of contact for our customers, providing exceptional service and support. The ideal candidate will possess strong communication skills, a friendly demeanor, and the ability to analyze customer needs effectively. This role will also involve assisting corporate sales and wholesale sales teams with customer inquiries and shipment tracking inquiries effectively. Bilingual candidates, particularly those fluent in French and English, are highly encouraged to apply.

## **Duties**

- Respond promptly to customer inquiries via phone, email, or chat while maintaining a professional tone.
- Provide accurate information regarding products and services to assist customers in making informed decisions.
- Utilize upselling techniques to enhance customer experience and increase sales opportunities.
- Maintain detailed records of customer interactions and transactions through data entry into our systems.
- Analyze customer feedback and issues to identify trends and recommend improvements.
- Collaborate with team members to resolve complex customer issues efficiently.
- Ensure adherence to company policies and procedures while delivering outstanding service.
- Assist corporate sales and wholesale sales teams by addressing customer inquiries and diligently tracking the progress and outcomes of these inquiries.

## **Experience**

- Previous experience in customer service or a related field is preferred but not mandatory.
- Strong phone etiquette with the ability to communicate clearly and effectively in both English
- Proficiency in data entry and familiarity with CRM software is a plus.
- Ability to work in a fast-paced environment while managing multiple tasks effectively.
- A positive attitude with a commitment to providing excellent customer service.

If you are passionate about helping others and thrive in a collaborative environment, we invite you to apply for this exciting opportunity as a Customer Service Representative.

Job Type: Full-time

Pay: \$22.00-\$26.00 per hour

Expected hours: 37.5 per week

Additional pay:

- Overtime pay

Benefits:

- Dental care
- Extended health care
- Life insurance
- On-site parking
- Vision care

Schedule:

- Monday to Friday

Work Location: In person