



Job description – Customer Service Representative

Department: Customer service agent

Reporting to: Profit Center Manager

Job summary

The incumbent will be responsible for responding to inquiries, providing information and making recommendations regarding products distributed by AD Waters.

Description of tasks/responsibilities

- Ensure that customers receive optimal service before and during the process of purchasing a product via several means (phone, e-mail, ...)
- Ensure that customers are satisfied by offering fast, reliable and accurate service for any request made by email, telephone or at the reception desk - for any questions regarding an order, information, the availability of a product, its features, price, warranty, etc.
- Help customers find the answers they need with the various tools available online
- Recommend the right spare parts and / or alternatives to customers - and at the best price
- Track production, shipping and billing orders
- Follow up to ensure receipt of the order by the customer
- Directing customers to the technical service department for all requests of a technical nature
- Provide sales representatives and sales representatives with support for product, inventory, ETA, CRM, CRM, and tracking requests
- Assist other colleagues and other related tasks

Required qualifications

Training

- College diploma or equivalent

Experience

- 1 to 3 years of experience in customer service

Skills

- Have the speed of learning
- Ability to handle multiple cases simultaneously
- Well-developed communication and interpersonal skills
- Constant helpful attitude towards the customer
- Bilingual both written and spoken (French and English) to meet American and Canadian clients
- Good stress management during busy times
- Good knowledge of the Microsoft Suite
- Knowledge of Epicor software (an asset)

Work conditions

- Work schedule: 8 AM to 5 PM
- Work environment: Offices