



POSITION OPPORTUNITY

If you are interested in applying for the following position, or would like more information, please contact Human Resources.

POSITION: CUSTOMER SERVICE REPRESENTATIVE (REPLACEMENT)

LOCATION: MANITOU DRIVE FACILITY

HOURS OF WORK: MONDAY TO FRIDAY, 8:30 AM - 5 PM

RESPONSIBILITIES:

- Maintain close liaison with dealers and representatives
- Provide product information, price, lead-time information, custom product availability
- Advise re: suitability of particular items for customer requirements
- Expedite orders through production as required in conjunction with plant expeditor to meet customer's installation date
- Advise customers of delivery delays in a timely manner
- Respond to customer/rep inquiries regarding in-house orders
- Deal with customer concerns re: quality issues, damage etc. and finds mutually satisfactory solution
- Respond to customer requests for missing parts in a timely manner
- Provide shipping department with updated information regarding site and timed deliveries
- Keep current on all new product offerings

QUALIFICATIONS:

- A pleasant personality with a willingness to please our customers
- Grade 12 education. Post-secondary education is an asset
- Experience with government purchasing procedures and contracts is a definite asset
- Computer skills: Word/Excel skills are required
- A professional telephone manner is essential
- Well-developed communication, listening and response skills to deal effectively with customer are required; professional writing skills are required
- Professional writing skills and the ability to read architectural drawing are assets
- Previous customer service experience is an asset