

OPPORTUNITY

POSITION: Customer Service Representative

REPORTS TO: Customer Service Supervisor

LOCATION: Dorval, QC

AVAILABLE: Immediately

Knows the system for taking orders, expediting shipments, obtaining proof of delivery and invoicing procedures in order to respond to customer needs. The Customer Service Representative must obtain sufficient product information to aid the customer in the selection of appropriate product choices.

DUTIES

- Taking customer orders and on-line entry of orders.
- Taking telephone, mailed and faxed orders.
- Handling customer inquiries: problems regarding overbilling, underbilling, short shipments, incorrect shipments, taxes, freight.
- Expediting deliveries
- Advising customers on products by providing technical information or interface with sales representatives as required.
- Formal written quotes in response to customer request.
- Issuing credits including zone adjustments.
- Handling requests for sales samples.
- Product and pricing information for quick reference.
- Informal quotes for stock items at book price - verbal or written, by computer or fax.
- Other Duties as may be assigned.
- Doing shipping and receiving (if necessary).
- Field trips with account manager and account planning meetings for visits
- Manage inventory in Dorval for some National Accounts (if necessary)

EDUCATION AND EXPERIENCE

Grade 12

Minimum 1 year general office/warehouse experience.

Computer experience an asset

If you are interested in this position please forward your resume to hr@levitt-safety.com or fax to 905-829-5422