
JOB OFFER

Customer Service Agent

Division des commandes résidentielles

Under the supervision of the Supervisor, the position holder must ensure high quality customer service. He must ensure and participate in the smooth running of the activities of his department.

TASKS AND RESPONSIBILITIES

- Respond to calls and emails from our residential customers wishing to order equipment for their construction projects;
- Enter quotes and customer orders into the system, modifying them as necessary;
- Carry out close follow-up of orders;
- Provide technical information on our products;
- Analyze customer needs in order to recommend appropriate products;
- Work in partnership with the sales and credit departments;
- Ensure adequate communication with other departments in order to provide high quality customer service.

REQUIREMENTS AND SKILLS

- 1 to 2 years of experience in customer service;
- Oral and written bilingualism (an asset);
- Experience in wall and floor coverings (an asset);
- Intermediate knowledge of the Office Suite;
- Knowledge of Epicor's P21 software (an asset);
- Know how to manage stress and priorities;
- Know how to manage a large flow of calls and emails while ensuring the necessary follow-ups;
- Team spirit and collaboration.

ADVANTAGES

- Competitive salary;
- Sick hours;
- Complete group insurance program paid by the employer;
- Group RRSP with employer contribution;
- Free parking and public transportation nearby;
- Training gym;
- Social committee with numerous activities, employee discounts.

Please send your CV by email to rh@centura.ca or via the www.centura.ca "career" tab

In order to facilitate the reading of this document, the use of the masculine form has been retained.