
JOB OFFER

Coordinator, Customer Service Commercial Sales Division

Reporting to the Customer Service Supervisor, the incumbent must ensure that high quality customer service is provided. 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 commercial customers wishing to order material for their construction projects;
- Enter quotes and customer orders into the system, modifying them as needed;
- Perform a close follow-up of orders;
- Provide end-of-project documents on our products;
- Analyze customer needs in order to recommend the appropriate products;
- Work in partnership with the sales and credit departments;
- Ensure adequate communication with other departments to provide high quality customer service.

REQUIREMENTS AND SKILLS

- Know how to manage a large flow of calls and emails while ensuring the necessary follow-ups;
- Have accumulated 1 to 2 years of relevant experience in customer services;
- Fluency in French and English (to support and collaborate with English-speaking customers and stakeholders);
- Intermediate knowledge of the Office Suite;
- Knowledge of Epicor's P21 software, an asset.

WORKING CONDITIONS

- Competitive salary;
- Comprehensive group insurance program paid 100% by the employer;
- Group RRSP with employer contribution;
- Free parking and public transportation nearby;
- Full gym;
- Social committee, employee discounts.

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

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