
Technical Customer Services Representative (Manufacturing)

Sales – Pointe-Claire, Qc

Overview

The company is committed to providing world-class service to our customers. Reporting to the Customer Service Manager, the Customer Service Representatives (CSR's) are a critical component of the sales process. The CSR will collaborate with the customer and other members of the organization to ensure that the details of customer orders and inquiries are handled professionally, timely and accurately.

What You Will Do

- Safely perform the tasks and responsibilities of the position;
- Respond both timely and accurately to all customer inquiries & orders regarding price and product availability;
- Process quotations;
- Process sales orders;
- Work with Production Planning & shipping on customer requirements;
- Allocate inventory;
- Process customer complaints;
- Prepare paperwork related to export shipments;
- Maintain ownership of customer inquiries & orders through to completion to ensure customer satisfaction;
- Maintain and understand spreadsheets related to customer service metrics;
- Establish and maintain strong, positive customer relationships;
- Anticipate customer needs;
- Look for opportunities to upsell;
- Perform other duties as assigned.

Skills & Qualifications

- Minimum of 3 years' experience in a CSR role in an engineering or industrial manufacturing environment;
- Diploma in a technical field preferred (i.e. Engineering);
- Position requires a high degree of initiative, attention to detail, a positive attitude, the ability to stay calm under pressure and superior;
- Strong communication skills;
- Strong interpersonal, team player;
- Results driven;
- Ability to work within a dynamic, fast-paced work environment and to manage multiple simultaneous assignments;
- Analytical Problem Solving & Decision-Making Skills;
- Ethics and Integrity;
- Planning, organizing and prioritizing;
- Advanced Microsoft Office skills. ERP (BAAN, SAP assets);
- Bilingual: French and English. Written and Spoken;
- Office environment;
- Occasional travel within North America is required.



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Why Join?

The Organization. Global leader in their field offering unique products.

The Role. Opportunity to have an impact on the business on a global scale.

The People. Dynamic, results-oriented team of professionals.

Your Next Steps

Email your resume in **word format** to ctucci@radarhh.com. Please quote **project #106704** in the subject line. radar promotes the highest standards of integrity and principles of quality, diversity, equity, and ethical practice. We thank all those who submit their résumés. Only those selected for further consideration will be contacted.