

Scott Plastics Ltd.
2065 Henry Avenue West
Sidney, BC Canada V8L 5Z6

Posting Date: October 18th – November 1st 2017.

Please email all resumes to reception@scotty.com with the subject "Job Posting".

Customer Service Representative

Manufacturing Firm seeks Customer Service/Internal Sales/Order Entry Representative for its Fishing and Marine Department, located in Sidney, BC.

Full-time Employment: Monday-Friday - 8:30am – 5:00pm

This position reports directly to the Internal Sales Supervisor as part of the Sales Team. The position will require direct communication with customers, the sales team, shipping personnel, as well as an interdepartmental communication. The CSR will be heavily involved with various systems for data entry and customer maintenance.

Key responsibilities include the following:

- Interface with customers via phone, email and in person to provide overall customer satisfaction.
- Promptly respond to customer inquiries regarding product, and service account.
- Accurate and timely processing of customer orders to ensure satisfaction.
- Handle and resolve customer concerns in professional manner.
- Obtain and evaluate all relevant information to handle product inquiries.
- Regular and accurate maintenance of customer account information in database.

- Direct communication with sales representatives to provide accurate information regarding samples, customer orders and inventory levels.
- Strong time management skills to meet team and individual deadlines.
- Follow up within 24 hours of all customer requests.
- Work cross functionally to provide necessary customer information and assistance to Regional Sales Managers, and sales rep.
- Provide feedback and recommendations to Customer Service Manager to improve processes and customer service efficiencies.
- Communicate and coordinate customer order requirements effectively with distribution center.
- Flexibility to adjust and adapt to meet customer needs as well as internal requirements.

Requirements:

- High school diploma or equivalent required.
- Minimum of 2-3 years of previous customer service experience desired.
- Knowledge of fishing industry is an asset.
- Must be able to work in a team environment to meet deadlines.
- Professional and courteous communication skills: by telephone, in person and in writing.
- Computer and keyboard experience.
- Strong attention to detail to ensure accuracy of orders and overall customer satisfaction.
- Organized, flexible, able to follow instructions and receive feedback.
- Exercises good judgement within defined procedures and practices to determine appropriate actions and problem solve as needed.
- Attend trade shows if necessary.