



Open A New Door On Your Career and Join Our Customer and Consumer Services Team

The Opportunity

Renin Corporation is currently seeking results-driven, motivated, dedicated, hardworking, versatile, flexible, and professional individuals to join our Customer and Consumer Services team in the following career positions:

- **Order Entry Specialist**
- **Customer Service Representative**
- **Consumer Service Representative**
- **Consumer Warranty and Claims Specialist**

Renin is a multimillion-dollar business, with its global head office located in Brampton, Ontario, Canada. Renin is an innovative manufacturer of door systems and hardware, as well as wall decor for the retail, wholesale, commercial, OEM door manufacturer, and door fabricator channels of distribution.

General Responsibilities of the Customer and Consumer Services Team

Members of Renin's Customer and Consumer Services Department are responsible and accountable for the receiving, processing, tracking, and management of all in-bound product orders, inquiries, and complaints from Renin's global customers that operate in various channels of distribution.

Members of Renin's Customer and Consumer Services Department are also responsible and accountable for fielding and managing all in-bound calls from end user consumers who purchase products from various channels of distribution and who may require information about Renin's products, as well as information and further instructions concerning product assembly, product operation, warranty information and claims, and/or troubleshooting assistance.

Primary Responsibilities for All Positions

- Order Entry Specialists, Customer Service Representatives, and Consumer Warranty/Claims Specialists must be able to effectively and professionally communicate with customers and consumers via telephone, letter, e-mail, Chat, and/or fax on matters concerning product order placement, order status, availability of product stock/inventory, order tracking, logistics, shipping, and warranty and claims processes and procedures.
- Order Entry Specialists must accurately and thoroughly enter all customer orders into Renin's ERP system.
- Consumer Service Representatives must be able to provide telephone, e-mail, or online support to consumers, as well as be able to send product images, photos, diagrams, sketches, written installation instructions, and video links to end user consumers who require troubleshooting assistance.

- Order Entry Specialists must be able to understand, apply, and manage all details concerning the correct input of all price-related and logistical information for all product orders.
- All personnel in the Customer and Consumer Services Department must be able to respond to customer and consumer inquiries and complaints in a timely and courteous manner.
- From time to time, members of the department may need to act as a liaison between customers and consumers and the company by communicating with marketing, credit and collections, product development, and purchasing concerning availability of stock, promotions, product information, etc.
- Develop an in-depth working knowledge of Renin's ERP/EDI system as it relates to order entry and customer and consumer service functions and responsibilities.
- As may be requested by the company, all personnel in Renin's Customer and Consumer Services Department must be willing and able to cross-train for other positions within the department, as well as help train and "on-board" new employees in the department.
- Contribute to any analyses, evaluations, surveys, and/ or benchmarking that Renin's Customer and Consumer Services Manager may request.
- Develop and continually foster positive business relationships with relevant customers.
- Achieve and maintain a working knowledge of Renin's full product line, services, marketing programs and strategies, product ordering, warehousing, and operations and logistics procedures, as well as any product warranty, return, and claims policies.
- Work effectively with and build productive rapport with Renin's internal sales, marketing, and cross-functional staff such as manufacturing, operations, supply chain, finance, IT, and accounting.
- Attend and fully participate in any required Renin meetings, industry trade shows, product training, sales, and educational programs, and/or conference calls.
- Perform other duties as may be assigned and/or requested by Renin Corporation.

Desired Qualifications, Characteristics, Experience, and Skills

The ideal candidates should possess the following:

- A high school and/or college diploma
- A minimum of 2 years of "hands-on" experience in a manufacturing or consumer durables environment in a similar role
- High motivation as a team player who displays a results-oriented attitude
- Strong creative problem-solving and resolution skills
- Experience and/or familiarity with RingCentral Cloud-based Contact Centre, Microsoft Dynamics NAV 2017 ERP, SPS Commerce EDI platform (or experience with similar platforms)
- Effective organizational, time management, planning, and priority-setting skills
- Excellent written and oral communication skills
- Solid interpersonal skills
- Basic financial and analytical skills
- Ability to work independently without constant supervision and as a contributing member of a team
- Excellent working knowledge of Microsoft Word, Excel, PowerPoint presentation software (Renin operates in a Microsoft Windows PC-based environment.)
- Bi- or trilingual language capabilities (French and/or Spanish would be considered an asset.)

Reporting Relationship

The individuals will report to the Customer and Consumer Services Manager, Renin Corporation.

Location

The individuals would need to work from Renin's corporate head office in Brampton, Ontario, Canada.

Compensation and Benefits

Renin Canada Corporation provides a competitive performance-based compensation program that includes salary, reimbursement for any approved travel expenses, and access to a company-funded benefit program. Compensation will be based on each candidate's specific qualifications, experience, and quantifiable accomplishments and results.

Performance Review and Assessment

There will be an annual performance review and assessment completed in March/April of each calendar year that will coincide with the completion and reconciliation of Renin's corporate December fiscal year-end.

Company Overview

Renin Canada Corporation, which includes Renin US LLC, is a multimillion-dollar business, with its head office located in Brampton, Ontario, Canada. Renin is an innovative manufacturer of door systems and hardware for the retail, wholesale, commercial, OEM door manufacturer, and door fabricator channels. The company also manufactures and distributes sliding bi-pass and bi-fold closet doors, room dividers, fabricated glass, and decorative mirrors to the residential construction and remodeling markets. Renin's vision is to design, develop, and manufacture products through innovation and manufacturing expertise, with a strong focus on providing superior and profitable solutions to its global customers and functional products to end user consumers.

Renin manufactures, markets, and sells products in the following categories: mirror and panel closet doors; European style wardrobe closet doors; framed and frameless wall mirrors and accessories; and sliding bi-pass, bi-fold, pivot, pocket, barn door, and overlay door hardware components. Renin manufactures its product lines under a variety of brand names, including ACME, ERIAS, and JJ Home Products.

Fort Lauderdale, Florida-based BBX Capital Corporation (NYSE: BBX) acquired the assets and operations of Renin Corporation on November 1, 2013. The company now operates as Renin Canada Corporation and Renin US LLC.

Renin has manufacturing and distribution centres located in Brampton, Ontario, Canada and Tupelo, Mississippi, United States.

Application Process

Please submit a tailored cover letter (referencing the specific position you are interested in) and a PDF file of an up-to-date résumé addressed to the attention of the Human Resources Manager, Renin Corporation, 110 Walker Drive, Brampton, Ontario L6T 4H6, to the following e-mail address: **careers@renincorp.com**

Only qualified candidates will be contacted for follow-up. Prospective candidates and/or third-party recruiting firms should not attempt to contact individuals within Renin Canada Corporation and/or Renin US LLC directly; doing so will automatically disqualify individuals from the search process.

Note: Renin Canada Corporation and Renin US LLC are Equal Opportunity Employers. Because we are committed to diversity in the workplace, we encourage fully qualified diverse candidates to apply. Renin Canada Corporation and Renin USA LLC do not discriminate against any candidate on the basis of race, gender, disability, religion, national origin, age, or any other protected category.