



POSITION DESCRIPTION

POSITION:	CUSTOMER SERVICE REPRESENTATIVE
LOCATION:	BRAMPTON
DATE:	JANUARY 2021

PRIMARY PURPOSE AND FUNCTION:

The **Customer Service Representative** is primarily responsible for Processing & Entering Orders (including review of PO's, Scopes & Upgrades), Study & Understand our product line, communicating with customers and inter-company personnel via phone or email, Troubleshooting & Managing customer queries and liaison with inter-company departments. Candidates should be self-starting and highly motivated, with the ability to operate efficiently in a fast-paced environment and take on more responsibilities as experience is gained.

QUALIFICATIONS:

Formal Education: College or University education is preferred.

Knowledge/Skills: The candidate must have experience and be comfortable working with computers including being proficient in Microsoft Office. Experience working with an ERP system is a plus. The position requires excellent time management, organizational and troubleshooting skills with the ability to meet tight deadlines. The candidate must be able to multitask and work in fast-paced environment.

Communication Skills: Strong oral and written communication skills are required to succeed in this role. The incumbent must have strong interpersonal skills to communicate with customers, sales and operation teams via various channels including phone, email or video conferencing.

MAJOR RESPONSIBILITIES:

1. Answers incoming customer calls regarding but not restricted to: - orders, deliveries, installation, service requests, and general client concerns.
2. Must strive to maintain a positive, empathetic, and professional attitude towards customers at all times whilst dealing with their concerns promptly.
3. Answer communication from colleagues regarding any production, delivery, and product issues.
4. Process, Price and Enter orders, across all business channels, accurately and in a timely manner. This includes using all tools, documents and PO's made available to assist with order entry.
5. Adhere to key KPI's setup to assess performance.

6. Any other related duties that may be requested from time to time by the customer service manager.

WORKING CONDITIONS:

Mental Effort: There is a moderate level of stress involved due to the fact that information needs to be accurate, timely and useful. There is regular need to give close attention to details.

Physical Effort: The customer service representative spends a considerable amount of time working at a PC in an office environment.

Working Conditions: Much time is spent in an office environment (WFH option currently available) with minimal exposure to uncomfortable physical factors or risk of illness.

NATURE AND SCOPE OF POSITION:

The position reports directly to the Customer Service Manager of JJ Home Products Division. This position also receives direction from Operation Manager of JJ Home Products. The Customer Service Rep has working contacts with sales, production, scheduling, and installation teams.

The position has general freedom to prioritize work and take action within the parameters of the job.

Approval Signatures:

Employee: _____

Manager: _____

Human Resources: _____