

CUSTOMER SERVICE REPRESENTATIVE

Construction Industry

WHAT'S THIS ABOUT?

Our client is a global leader in the manufacturing of construction materials. Their office in Montreal's West Island is looking for an experienced, client-oriented Product Support Customer Service Representative for their growing team.

Reporting to Customer Service Supervisor, your daily goal will be to provide clients with the ultimate customer experience by leveraging your positive, approachable personality and providing first-rate service. You will use your stand-out client service skills as you answer client calls, respond to their inquiries, and promptly diagnose and resolve any issues. This requires collaborating with other departments (Quality, Sales, Shipping, etc.) to solve all problems quickly and efficiently. And don't forget to stay up to date on the latest company products and developments, so you are always ready to provide solid support and expertise to inquiring customers.

ABOUT YOU

- High school diploma
- Minimum 1 year experience in customer service or retail
- Customer-focused with the ability to problem-solve
- Skilled communicator with strong negotiation skills
- Proactive, autonomous, reliable, responsible, and accurate
- Strong verbal and written communication skills in English and French are a must

ABOUT US

- Competitive Salary: **\$50k** (Includes Bonuses & Pension Plan)
- Complete Health Benefits package
- 3 Weeks' vacation + 5 Wellness days
- Hybrid Schedule (2 days onsite / 3 days remote)
- Modern Office Space with Free Parking on-site

IS IT YOU WE'RE LOOKING FOR?

Email **Andrew Diotte-Lyles** with the position in the subject line.

Attach your complete resume.