

ORDER PROCESSING AGENT

Construction Industry

WHAT'S THIS ABOUT?

Our client in the Construction Industry is seeking a Customer-Focused Order Processing Agent, reporting to the Customer Service Team Lead, ensuring exceptional customer service and efficient order processing. They handle inquiries, monitor orders, and provide timely updates. This role demands excellent communication, attention to detail, and multitasking skills.

Responsibilities include promptly addressing inquiries, tracking orders, and informing customers about backorders and split shipments. They handle incoming calls, process corrective invoices, conduct stock checks, and provide German AIR order quotes. The Agent processes Air Freight Orders, manages reships and considers customer exceptions when processing orders. With a focus on product inquiries, order tracking, and other tasks, they contribute to maintaining customer satisfaction and operational efficiency.

ABOUT YOU

- 1 to 3 years customer support experience
- Fluently Bilingual - English/French (oral and written)
- Strong multitasking abilities
- Proficiency in Excel and Word
- Excellent organizational skills

ABOUT US

- Competitive Salary: **\$50k** (Includes Bonuses & Pension Plan)
- Complete Health Benefits Plan
- 3 Weeks' vacation + 5 Wellness days
- Hybrid Schedule (2 days onsite / 3 days remote)

IS IT YOU WE'RE LOOKING FOR?

Email **Laurie-Anne Hlusko-Freebern** with the position in the subject line.

Attach your complete resume.