



Customer Service Representative with EDI and B2C experience Maternity Replacement

We are looking for a skilled bilingual Customer Service Representative with some EDI, B2C experience for our company located in Baie-D'Urfé. This is a maternity replacement. The candidate will perform customer service, EDI and B2C processes as well as other administrative tasks effectively to achieve business objectives.

Responsibilities

- Offer a range of customer services by phone, fax, email, online portal, and EDI
- Offer customer service of superior quality, with precision, courtesy, and efficiency
- Troubleshoot with customers and internal departments
- Contribute to the internal knowledge base of systems, procedures, problems, etc. and add updates of in the training manual
- Perform data entry in all the company's different systems, always confirming to customers the update
- Review and answer inquiries in Salesforce for retailers and representatives
- Allocate and generate PPS (packing list)
- Verify pending orders and all discrepancies (price, discount, carrier, minimum to order)
- Support other tasks in customer service such as creation of accounts, web orders, etc.
- Replace occasionally at reception front desk on a rotational basis
- Maintain department quality and productivity standards
- Perform other duties as required to support the company and its growth

Qualifications

- College diploma in related field or equivalent level of industry experience.
- Demonstrate strong motivation and capacity to work independently as well as teamwork.
- Highly organized and detail-oriented, able to multi-task.
- Creative and self-motivated, with strong analytical and problem-solving skills.
- Customer service focused and committed to quality results including customer relations.
- Attendance as well as punctuality are of the utmost importance in this position to maintain the level of service expected.
- Advanced knowledge of Commerce Hub and SPS for B2C transaction.
- Proficiency in EDI (850, 810, 856, 846, 855, 852, 812, etc.).
- Knowledge of DI central an asset.
- Proficiency with the Microsoft Office suite.
- Be fully bilingual, in English and French, spoken and written.
- Must possess exceptional written and verbal communication skills.

If you are passionate about taking the next step in your career and you want to be part of a successful company, do not miss out on this opportunity: send in your CV and cover letter today at

HResources-Can@rchagen.com

We thank all applicants for their interest but only those selected for an interview will be contacted.