

## JOB OFFER

### Customer Service Agent Quebec branch

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Reporting to the Customer Service Supervisor, the incumbent is responsible for taking orders for customers in the residential sector (retailers).

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## TASKS AND RESPONSIBILITIES

- Enter telephone and email orders into the P21 computer system;
- Create RMA (Return Merchandise Authorization);
- Follow up on orders with customers (b/o, transfers, special orders, etc.);
- Prepare the requested quotes;
- Follow up on outstanding orders;
- Work in collaboration with colleagues from other departments to optimize customer service;
- Replace the receptionist as needed;
- Perform all other related tasks.

## REQUIREMENTS AND SKILLS

- Be reliable and punctual;
- Have a good learning ability;
- Demonstrate excellent customer service;
- Be skilled in computers and basic calculations;
- Follow internal procedures;
- Be able to handle several tasks at the same time.

Here are the attitudes expected of an employee:

- Be motivated and organized;
- Be proactive and thorough;
- Use good judgment;
- Be rigorous and professional;
- Have a good team spirit.

## ADVANTAGES

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REVÊTEMENTS DE MUR ET DE SOL

- Competitive salary;
- Comprehensive group insurance program paid 100% by the employer;
- Group RRSP with employer contribution;
- Free parking and public transportation nearby;
- Gym;
- Social committee, employee discounts.

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In order to facilitate the reading of this document, the use of the masculine form has been retained.