



CUSTOMERS SERVICE REPRESENTATIVES

DISTRIBUTION INDUSTRY

Required Qualifications

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- High school diploma
- 2-3 years experience in service industry
- Excellent client relation and negotiation skills.
- Excellent English verbal & written skills
- Strong analytical, problem solving capabilities
- Superior time management and multi tasking abilities
- Ability to handle stress, and work with possible situations where fowl language and profanities are used from external customers

Responsibilities

- Answer service phone calls as and when the customer calls
- Administer and provide details to the customer regarding the Manufacturer's warranty
- Maintain customer records; updating call information and notes pertaining to customer issues
- Resolve product or service problems by clarifying the customers complaint in order to make the appropriate resolution decision
- Dispatch appropriate technicians to resolve issues in home
- Negotiate with Manufacturer on case resolution if in home repairs are not possible. (returns damage allowance to sell in clearance,full credit etc)
- Order spare parts from suppliers and follow up - once received ensure parts are dispatched to the technician through the most economical channel
- Enter exchange sales bills for replaced product,Book delivery on replaced sales bills/inventory
- Review and do follow up on service calls-SND's, outstanding Part PO's
- Inspect product at times to ensure escalated product issues are without defect
 - *Handle escalated customer complaints and when necessary direct the call to supervisor if unable to resolve

Employment Details

Wage	\$14-\$15 per hour	Hours	Mon-Thurs-9 to 6pm, Friday 9-7pm & every other Sat 9-4pm	
Employment Terms	Full time hours			
Major Intersection	Jane & Steeles (Toronto)	Public Transit	Yes	

Job Order details

Job Developer	Clohe 416-760-2573	Job Order #	180001	No. Of Positions	3
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If you are registered with The Learning Enrichment Foundation: Please call the Job Developer.
If you are not registered: Apply for this position in person at **116 Industry Street** Toronto, M6M 4L8, **Monday to Friday, 9:00am - 3:30pm**.
Your S.I.N. and an updated resume are required for registration.