



PROFILE OF INNOVATION

Job Description:

Title: Customer Service Representative

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Position Description:

Reporting to the Customer Service Supervisor, the Order Processing Customer Service Representative is part of a team delivering a first class, professional customer service, using a range of communication methods, to ensure that customer enquiries and orders are resolved at the first point of contact.

Primary Responsibilities:

- Serves as the Retail Order Processing back-Up
- Retrieves and processes orders for Home Depot and Dal Tile Canada
- Processes Call tags for the Thermostat returns and wrong shipments
- Processes sample orders and reshipments
- Monitors the customer service In-Box
- Processes Customer Credit requests
- Process Corrective invoices for shipping errors
- Process Air Freight Orders
- Customer inquires, such as product inquiries
- And any other tasks as required

Qualifications and competencies

- High School Diploma required
- Minimum 3 to 5 years experience in a related position
- Bilingual (oral and written)
- Excellent verbal and written communication skills
- Self-starter, demonstrates initiative and commitment to world class service
- Open and clear communicator
- Empathetic to others views and needs
- Effectively deliver on goals and deadlines for department
- Deliver creative and ingenious ideas for change and continuous improvement
- Excellent organizational skills
- Must be able to compose e-mails
- Proficient in Word and Excel





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About Schluter Systems Canada

Schluter®-Systems is a family-owned and internationally renowned company that has been rapidly growing over the last 10 years. The Schluter brand is backed by a team of people working together to create a line of innovative products that provide solutions to the tile industry. We're looking to build our team with individuals who like to think BIG, and want to be part of what makes our products--extraordinary. We are a company that treats its employees, suppliers, and customers as long-term partners. Where success is built on a win-win philosophy and everyone should benefit.

"Profit is not the goal of the business. Profit is the consequence of a job well done"..... Werner Schluter, Founder

Are you interested in a truly unique and special company? Hear from our employees on what it means to be part of the Schluter family: <http://www.schluter.com/careers> . Then if you're ready to see life in Orange, talk to us about this career opportunity at Schluter®-Systems.

