



EMPLOYMENT OPPORTUNITY

CUSTOMER SERVICE REPRESENTATIVE

Job Posting: CL17-030
Post: May 25, 2018
Position Type: Contract up to December 2019
Hours of Work: Monday to Friday 8:30 AM – 4:30 PM
Location: Richmond, BC
Compensation: Commensurate with experience

We are presently recruiting for a contract position as our Customer Service Care summer relief followed by Order Desk. Working under general supervision as required, the position is responsible for customer care and order processing orders.

Main Responsibilities:

Answers Customer queries

- Provides answers to our customers with regards to all areas of our Company
- Directs customer requests to appropriate departments and replies back to our Customers
- Working with internal departments expedites orders (inbound and outbound) as requested by our Customers
- Explains procedures and regulations to our Customers
- Logs issues in CW's CRM software

Monitors customer service satisfaction

- Proactively seeks customer satisfaction feedback from our Consignees & Customers

Responding to Internal & External Customer Queries including but not limited to:

- Confirming orders in system, delivery dates
- Driver / Customer Issues at delivery
- Collections / Payment issues
- Order Status and delivery confirmations
- General queries relating to past shipments

Processing return paperwork, including but not limited to:

- COD collections
- Filing proofs of delivery

Skills and Qualifications:

- Excellent problem solving skills required using existing guidelines and procedures
- Good verbal and written communication skills, be able to give basic direction, instruction or presentation to others
- Attention to details, high accuracy and outstanding numeric data entry skills
- Enjoys a fast paced working environment
- Preference will be given to individuals with 1 – 2 year related experience

ContainerWorld Group of Companies offers an attractive package which includes competitive compensation, excellent benefits and a great Company culture.

To apply for this position please email your resume and cover letter with your salary expectations and title of the position you are applying for to careers@containerworld.com

