

EMPLOYMENT OPPORTUNITY

Job Code: CW18-020
Position: Customer Service Representative
Position Type: Full-time
Hours of Work: Mondays to Fridays
Location: Richmond, BC
Department: Logistics & Supply Chain
Compensation: Commensurate with experience

Position Overview:

Working mainly independently with guidance from the Manager, provides support to our customers and acts as an escalation point to our Customers for service issues and concerns.

Main Duties:

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
- Educates Customers on who the applicable contact for future requests are
- Logs issues in CW's CRM software

Acts as an escalation point for delayed responses to Customers

- Resolves customer delayed responses
- Reports back to applicable Department Manager to prevent future recurrences
- Logs issues in CW's CRM software

Monitors customer service satisfaction

- Proactively seeks customer satisfaction feedback from DSD Consignees
- Proactively seeks customer satisfaction feedback from our Customers
- Reviews internal performance reports to resolve potential customer issues and reports back to applicable department

Others:

- Positive attitude and even temperament
- Ability to work both independently and as team with minimal supervision
- Excellent organizational and time management skills
- Preference will be given to candidates with logistics experience

To apply for this position please email your resume and cover letter with your salary expectations.

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