

## Customer Service Specialist

The **Customer Service Specialist** will provide information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency pertaining to **returns**. The goal is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

### Responsibilities

- Be the main point of contact to our customers and manage the **full lifecycle of returns**
- Handle customer returns, investigate the nature and reasons of the returns, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Evaluate and chose the best logistic “shipping” option for returns and coordinate the return to our sites
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right process for processing returns
- Ensure timely follow ups on returns once received, coordinate actions with other departments, seek approval from Quality Assurance and verify that the credit is applied to the customer account in a timely manner
- Track outstanding items, communicate accordingly, monitor the full process in order to provide the customer an effective and consistent experience
- Maintain rapport with internal stakeholders by collaborating and communicating effectively
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage and delight customers
- Perform other tasks to support the team upon request

### Requirements

- DEC or bachelor’s degree in business administration or a combination of education and pertinent experience will be considered
- Proven customer support experience or experience as a client service representative
- Proficient with MS Office, systems and ERPs
- Bilingual, proficient in English and French, oral and written
- Strong phone contact handling skills and active listening
- Customer orientation and ability to adapt/respond to different types of characters and situations
- Ability to multi-task, prioritize, problem-solve, investigate and manage time effectively