

## Customer Service Agent

Our growing organization is looking for new talent as Customer Service Agent within our Marketing Department. If you are seeking a career opportunity in a dynamic food industry and a company that has a proven track record, this position could be right for you.

The purpose of this position is to provide the best customer service support to our existing and new customers throughout our different online platforms.

### Responsibilities

- Providing front-line customer services and information to customers through email, call and chat
- Recording all customer inquiries and requests
- Addressing customer inquiries or complaints to the appropriate person or/and department
- Creating monthly reports and distributing custom reports to different departments
- Handling and resolving customer complaints/inquiries via mail or phone in a timely and accurate manner.
- Displaying extensive product knowledge
- Collaborating with the Marketing Team in running monthly or weekly campaigns
- Collaborating with the Sales Team in finding potential customers
- Offering excellent customer service
- Assisting in order fulfillment activities such as taking orders, giving pricing information, determining appropriate shipping methods, routes and rates, etc.

### Qualifications

- Diploma in administrative work or similar
- At least a year of customer service experience
- Familiarity with Microsoft office (Excel, Power Point and Word)
- **Excellent communication skills in French and English**
- Self-driven and excellent communication with an ability to build trusting relationships with clients
- Ability to multitask in a fast-paced environment
- Be reliable and flexible
- Show strong attention to detail
- Ability to prioritize and meet regular or ongoing deadlines