



SeaStar Solutions

Job Title:	Customer Service Representative - Temporary
Job Purpose:	Respond to a wide variety of customer inquiries with a high level of professionalism and timeliness. Follow-up as required to ensure all inquiries are handled full circle.
Reports To:	Customer Service Manager
Direct Reports:	N/A
Version:	2.0 April 1, 2014

Education & Experience

- Completion of Grade 12.
- A minimum 2 years of related experience or an equivalent combination of education, training and experience.
- Previous experience in a manufacturing environment would be considered an asset.

Responsibilities

- Provide superior customer service in a friendly and knowledgeable manner.
- Process customer orders in a courteous, efficient and timely manner using various company software programs.
- Understand and appropriately use the company pricing system and policies.
- Fulfill customer inquiries for pricing, part number, availability, order status, etc.
- Process invoices and coordinate shipments, including completing required documentation for domestic and international shipments.
- Maintain customer accounts with address changes, routing instructions, ship/bill to locations, customer part numbers, etc.
- Refer customer inquiries to the appropriate staff as needed.
- Attend to customer questions, complaints and concerns immediately and facilitate satisfactory resolution.
- Assist with investigation of shipped and received goods, items returned or damaged and process credit memos where applicable.
- Perform a variety of clerical duties such as photocopying, faxing, typing and filing.
- Complete additional job duties and assignments as required.



Skills & Abilities

- Must have real world experience working with individuals of diverse backgrounds, and a respect for difference.
- Well-developed organizational skills with the ability to manage a variety of tasks simultaneously.
- Strong problem solving and decision making abilities.
- Professional demeanor whether in person, via email or on the telephone.
- Excellent verbal and written communication skills in English.
- Ability to prioritize urgency of tasks while under time constraints, both while working independently and as part of a team.
- Strong proficiency with MS Office programs including: Word, Excel, Access, Outlook; and the ability to learn other applications quickly.
- Previous experience with sales order entry, preferably using Exact MAX software.
- Knowledgeable of web-based customer databases, such as ORACLE.

Deliverables

- As this position is constantly evolving, please speak with your supervisor/manager regarding daily, weekly and monthly objectives.

Things to Know & How to Apply?

- Occasional travel maybe required.
- SeaStar Solutions is an equal opportunity employer.
- If you are interested in this position, please send your cover letter and resume to hr.canada@seastarsolutions.com with the subject: 2018-006.
- Relocation assistance is not provided for this role.
- Only applicants legally eligible to work in Canada should apply. No foreign applicants will be sponsored.
- We look at each resume in detail, so please be sure to review the job description and highlight your experience in relation to this role.
- All candidates will be updated on the status of their application.

To find out more about SeaStar Solutions, please visit our company website at: www.seastarsolutions.com or <http://canada.seastarsolutions.com/careers/>