



Customer Service Representative

ABOUT

Snow Cap is a BC family-owned and operated Canadian company, honoured to supply our customers Fine Baking ingredients for over 40 years. We are looking for dedicated hard-working people who will contribute to our fun, supportive, enthusiastic culture. We are a company that thrives to build long lasting relationships with our customers and our Snow Cap family.

SUMMARY

The Customer Service Representative is responsible for inputting, processing, and handling inbound customers orders and concerns, and assisting Outside Sales reps with reports, orders and other tasks. Must have flexibility in scheduling and be available to work Sunday's on a rotating basis.

DUTIES AND RESPONSIBILITIES

The Customer Service Representative duties include inputting, processing, and handling inbound customers orders, through phone, fax and email; displays strong data entry, customer service and communication skills while dealing with customers and co-workers; assist in driving new products and sales promotions. We are looking for an individual who is well-rounded and able to assist other departments as required.

The Customer Service Representative will maintain a professional image and friendly personality while handling customer questions and/or concerns, and assisting the outside sales team.

SKILLS AND QUALIFICATIONS

- A minimum of 2 years' experience in a customer service role
- Excellent communication skills with full proficiency in the English language
- Excellent customer service skills with a friendly and outgoing personality
- Must be able to work in a high volume, fast-paced environment
- Experienced with data entry; accuracy and attention to detail is a must
- Demonstrated ability to assist customers & co-workers in a professional manner
- Must have the ability to work as part of a team
- Excellent time management skills, ability to prioritize and multi-task
- Proficient with MS Office Suite
- Experience with order entry software is an asset

\$15.50 to start with an increase after the 90 day probationary period, and annual wage increases based on employee performance.

Snow Cap is transit accessible and we offer competitive wages and benefits, including paid sick time and a company RRSP contribution. We value diversity, we have a respectful workplace and we provide opportunities to advance within our company.

Thank you for your interest in working with Snow Cap and joining our team, however only those selected for interviews will be contacted.