



# 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 and enthusiastic culture. We are a company that thrives when we build long lasting relationships with our customers and our Snow Cap family.

## SUMMARY

The Customer Service Representative is primarily responsible for inbound calls to process orders, supporting the fulfillment teams on completing orders for delivery and assisting Outside Sales reps with reports, orders and other tasks. You are great at data entry and are passionate about providing excellent customer service. You are also a team player, partnering with Outside Sales to resolve customer issues as well as working with your peers to deliver on our customer service metrics. In addition, you will support Sales on new products and promotions and other admin functions as required.

## DUTIES AND RESPONSIBILITIES

The Customer Service Representative is responsible for:

- Accurately inputting, processing and handling inbound customer orders by phone, fax and email;
- Working with your peers to ensure calls are answered in a timely fashion;
- Answering questions from fulfillment teams (Warehouse, Shipping, Delivery drivers etc.) as required to ensure the customer gets what they asked for;
- Partnering with your Outside Sales rep(s) to resolve customer issues;
- Learning to back up on admin functions;
- Other duties as assigned to deliver on the Snow Cap mandate.

This job will work occasional Sundays and stat holidays to support business requirements.

## SKILLS AND QUALIFICATIONS

- Minimum of 2 years' experience in a customer service role with demonstrated skills in handling customer calls efficiently and effectively
- Excellent communication skills with full proficiency in the English language
- Ability to work in a high volume, fast-paced environment with tight timelines
- Strong experience with data entry; accuracy and attention to detail is a must
- Demonstrated ability to assist customers & co-workers in a professional manner
- Great team player abilities
- Excellent time management skills, ability to prioritize and multi-task
- Proficient with MS Office Suite
- Experience with order entry software is an asset

Hourly wage is \$15.50 with an increase after the 90-day probationary period; 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.

Must be legally entitled to work in Canada.