

Customer Care Representative

Objectif Lune is looking for a Customer Care Representative to join its dynamic team whose main focus is customer satisfaction and handle reception, non-technical customer service, order processing and billing.

You quickly grasp and even anticipate customers' needs? You are convinced that customer experience is of the utmost importance? You wish to evolve in a friendly work environment where you can make a difference? This job may be for you!

WHAT YOU WILL BE DOING

- Act as receptionist : welcome and assist visitors, redirect calls, process mail
- Provide impeccable customer service in response to non-technical inquiries from both internal and external customers
- Interact with sales representative or direct customers to gather / provide information
- Process orders promptly, monitor prices, manage e-deliveries and order confirmations
- Issue sales invoices
- Track pending orders and projects
- Process support calls for customers who are not covered by our maintenance program
- Update customer accounts and databases
- Produce account analysis as well as weekly and monthly reports
- Activate software licenses
- Coordinate the training calendar
- Organize staff travels and lunch meetings
- Process and track shipments
- File documents
- Participate in the implementation of new procedures and systems

YOUR GREAT QUALITIES

- We work in French but the vast majority of communications with our partners and clientele are in English. Therefore, you are fluent in both languages.
- You interact and communicate easily with others and always show a positive attitude
- You are courteous and comfortable on the phone
- You can manage multiple tasks and organize your workload to meet deadlines
- You are detail-oriented and capable of a high level of accuracy
- Your approach is always customer oriented
- You enjoy team work as much as working independently

YOUR TECHNICAL SKILLS

- Proficiency in Microsoft Office
- Comfortable learning and using computer tools
- Familiarity with databases
- Asset: knowledge of MS Dynamics CRM

YOUR EDUCATION AND EXPERIENCE

- Professional or college diploma
- 1 year of experience in customer service
- 1 year of experience in order processing

LOCATION AND WORK SCHEDULE

- Montreal (HoMa), QC
- Monday to Friday, 9:00 am to 5:00 pm

Still interested?

Visit: <https://objmtl.bamboohr.co.uk/jobs/view.php?id=36>