

CUSTOMER CARE REPRESENTATIVE

Objectif Lune, a world leader in software solutions, is looking for a **Customer Care Representative** to join its international team to take care of non-technical service, order processing and billing in the Americas.

Do you quickly grasp and even anticipate customer needs? Are you convinced that customer experience is a top priority? Do you wish to grow within a tight-knit team where you can make a difference? Do you like numbers? This job may be for you!

YOUR KEY RESPONSIBILITIES

- Provide impeccable service in response to non-technical inquiries from both internal and external customers
- Process orders promptly, monitor prices, manage e-deliveries and confirmations
- Issue invoices
- Monitoring Professional Services projects track pending orders
- Interact with account managers, partners or direct customers to gather / provide information
- Answer incoming calls and direct them to relevant personnel
- Handle support calls from customers not covered by our maintenance program
- Update customer accounts and databases
- Produce account analysis as well as weekly and monthly reports
- Respond to activation and license transfer requests
- Coordinate the training calendar
- Archive documents
- Organize staff travels and lunch meetings
- Process and track shipments

YOUR TECHNICAL SKILLS

- Comfortable learning and using computer tools
- Good knowledge of Excel and other Microsoft Office tools
- Familiarity with databases
- Asset: knowledge of MS Dynamics 365 Finance & Operations
- Asset: knowledge of MS Dynamics CRM

YOUR PROFILE

- We work in French but most of our communications with our partners, clientele and international colleagues are in English. It is therefore a must to be 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 work to meet deadlines
- You are detail-oriented and capable of a high level of accuracy
- Your approach is always customer oriented
- You show initiative and are able to make decisions
- You are a proactive team player but also enjoy working independently

YOUR EDUCATION & EXPERIENCE

- Professional or college diploma
- 2 years of experience in customer service
- 2 years of experience in order processing

LOCATION & SCHEDULE

- Montréal (HoMa), QC on request | Mainly teleworking
- Flexible hours according to operational needs, from Monday to Friday