

Position: Customer Service/Showroom Representative (Permanent)
Location: Montreal, 4885 Autoroute 440 Ouest, suite 200, Laval, QC H7P 5P9
Closing Date: October 30, 2020

We are currently looking for an experienced **Bilingual/French Customer Service Showroom Representative** to join our team at our Montreal office. Reporting to the Customer Service Supervisor, the primary role is to handle inbound inquiries via phone, email and chat and provide information regarding our products and services while overseeing and running our regional showroom. The successful customer service focused professional will provide resolutions, alternatives and/or options to achieve a positive high-level experience to our valued customers.

Key Responsibilities:

- Responsible for handling incoming inquiries via phone, email and chat, immediately as they come in, and providing timely and accurate information to the customer
- Responsible for handling all return authorizations and following up on the returns to completion
- Provide information to customers by phone, fax and email regarding styles, inventory, pricing, backorders, discontinued items, shipping dates, specials, status of their order and return policies and procedures
- Follow up with clients on any sample and quote requests
- Liaise with warehouse staff to ensure that customer's requests for shipments are met
- Effectively communicate any changes to the customer that may affect their order(s)
- Escalate all unresolved client issues on a timely basis
- Responsible for taking customer orders and entering them in the system when necessary
- On-going maintenance of customer and order database
- Meet service targets set by the department
- Manage our Montreal showroom and lending library facility including
 - Accurate accounting of samples through the lending library
 - Conducting and assisting in customers meetings and presentations
 - Inventory management
 - Merchandising and general maintenance of the showroom and lending library

Qualifications/Requirements:

- Our ideal candidate will have a post-secondary education
- The successful candidate must have a minimum of two (2) years related customer service and/or sales experience, call center experience preferred
- Excellent written and verbal English and French communication skills, Quebec French preferred
- Experience in the apparel industry/promotional products industry is an asset
- Proficient computer skills – Intermediate MS Word, Excel, Outlook
- Dependable, self-motivated and customer service oriented
- Proven ability to work under pressure and meet deadlines
- Strong organizational skills and attention to detail
- **Flexibility with hours, availability between 9:00 a.m. to 5:00 p.m. (Monday to Friday)**

We Offer: Health Care Benefits after 3-month probation, training, business casual dress code, product discounts (Under Armour, Puma, Champion, Columbia extra), free parking

How to Apply:

Interested applicants please submit your resume and cover letter to the alphabroder Human Resources Department at hr@alphabroder.com or please visit www.alphabroder.ca/careers. **Please indicate** in the email subject line **"Bilingual Customer Service/Showroom Representative - Application"**.

Accommodation is available for applicants, including those with disabilities, throughout the recruitment process. Please contact Human Resource at (905) 787-2650 ext. 5514.

It is the policy of alphabroder, as an equal opportunity employer, to attract and retain the best qualified people available, without regard to race, color, religion, national origin, gender, sexual orientation, age or disability.

*We thank all applicants for their interest in advance, and advise that only candidates being considered will be contacted. **No telephone calls or agencies please.***