

Reference number: S0001

Sensio Inc. is seeking an experienced Customer Service Representative to join their Customer Service department

In this role you will:

This position will report directly to Customer Service Supervisor and will give information to callers, retrieve messages from customers, and maintain accurate recording of data through executing the duties outlined below.

Key Responsibilities:

- Exceptional oral and written communication skills in both English and French
- Excellent organizational skills with a strong ability to multi-task
- Highly motivated
- Excellent interpersonal skills
- Detail-oriented; able to resolve problems using facts, sound reasoning and common sense
- Forward thinking with an ability to develop creative strategic solutions to issues
- Strong follow-up skills with the ability to effectively resolve difficult issues in a timely manner
- Knowledge of refund transaction
- Answer calls and emails

Qualifications:

- Experience dealing with US/Canadian retailers
- Able to communicate effectively
- Demonstrated ability to work independently under pressure
- Experience dealing with overseas vendors
- Familiar with duty, transit times, terms of sale and any import related terms/conditions
- Energetic, passionate self-starter who is also a team player
- Resourceful, proactive, good problem solver
- Detail oriented
- Proficiency in Office Software including Excel
- Excellent follow up skills
- Thrives under pressure

Experience required:

- Minimum of 2-3 years of work experience
- High degree of accuracy, attention to detail, able to meet deadlines
- Strong time management, communication and interpersonal skills
- Bilingual
- Good knowledge of Microsoft Office with a focus on Excel

Job Type: Full-time, Permanent

PLEASE INCLUDE SALARY EXPECTATIONS IN YOUR COVER LETTER. THANK YOU

Location: - Near Downtown Montréal, QC

Job Type: Full-time

Send your CV to hr@sensiobrands.com

