



Title: Customer Service Representative (Bilingual)
Reports To: CSR Supervisor; Director of Corporate Development
Hours: Monday to Friday, Occasional Saturdays

Summary

The Customer Service Representative (CSR) is required to provide a high level of customer service to Groupe Stonetile clients at all times while striving to achieve business targets through superior communications skills. The CSR will also be responsible for handling general inquiries, placing accurate orders, and referring escalated calls to the appropriate personnel. Integrity, vision, professionalism and passion are key components of this position and other duties may be assigned as necessary.

Job Duties

- Answer /monitor multi line telephone system . Direct calls and take detailed messages.
- Processing orders by fax, phone, e-mail & walk-in customers.
- Receive payments.
- Assist customer with problems, questions and general information.
- Assist with administrative tasks as required.
- Respond to customer service calls in a courteous and professional manner as per Company policies and management expectations.
- Investigate and troubleshoot customer service issues via telephone.
- Defer client inquiries to appropriate members of the CSR Team. Strong collaboration and teaming required
- Refer escalated customer calls to Customer Service Supervisor.
- Appropriately communicate brand identity and corporate position.
- Provide information about Company products and services, charges and service conditions, and service availability.
- Update Sage Business Vision and other departmental tracking sheets with accurate messages and data regarding transactions.
- Conduct call-backs to ensure customer satisfaction, as necessary.
- Other duties may be assigned as required.
- Assist Project Management on a needed basis.
- Manage quotes.

Requirements

- Secondary School Diploma required.
- 1-3 years' experience in Customer Service preferred.

Work Conditions

- Manual dexterity required to operate telephone, computer and peripherals.
- Interacts with employees, management and the public at large.
- Repetitive work.
- Overtime may be required.

Core Competencies

- Client/Customer Focus
- Outstanding Communication
- Problem Solving
- Professionalism
- Time Management



Stone Tile is an equal opportunity employer and welcomes applications from all interested parties. Accommodations for job applicants with disabilities are available on request. To request any accommodations, please specify in your application.

We thank you for your interest, however, only those candidates selected for an interview will be contacted. No agencies please.