



Company: Stone Tile International Inc.

Reports to: Customer Service Manager

Schedule: Monday to Friday 8:30 am to 5 pm. Occasional Saturdays 10 am to 5 pm

Stone Tile International is looking for a *Customer Service Team Lead* in the GTA to join our dynamic team!

We are continuously looking for the best and most promising individuals to join our tightknit and unique team. Stone Tile is currently looking to fill one (1) Customer Service Team Lead position to support our day to day operations. Working in a fast-paced environment, you will provide unparalleled customer service to both internal and external stakeholders. You will act as a team captain, when the Customer Service Manager is unavailable, supporting both the business and the Customer Service Representatives in the achievement of their goals. You will enjoy knowing you are making a difference in our customer's lives, and know that a smile says 'you've made their day easier'.

Who are you?

Are you creative? Does being a problem solver excite you? Do you enjoy communicating with others? Are you the type of person who thrives in organizations that are constantly adapting and evolving? Are you self motivated? Do you enjoy leading a team as much as you do being a part of one? Do you love working with people and providing unparalleled customer service? If so, this may be the perfect job for you.

Over the 5+ years you've worked as a Customer Service Representative, team lead or in a similar role you have proven to be innovative and an outside the box thinker who thrives on driving company improvement and efficiency. You are personable and are able to stay positive and motivate others through difficult times. You can make decisions through a business perspective while maintaining the clients ultimate best interest.

We want to bring on someone who is eager to learn, work hard, and have fun. This is an opportunity for you to build on your already strong skillset, take on responsibilities, and to continuously grow, in a company that is fast-paced, diverse, and family-oriented.

What will you do?

The Customer Service role has many diverse and interesting responsibilities, the primary ones are outlined below:

- ❖ Welcome all walk-in customers and serve as the first point of contact for the Stone Tile showroom customers and call-ins
- ❖ Act as a first line of support for Customer Service Reps when dealing with customer issues and provide an action plan to solving the problem.
- ❖ Interacting with Sales Reps regarding questions about orders
- ❖ Answer and accurately direct customer requests by asking leading questions and pre-qualifying.
- ❖ Responsible for processing orders by fax, phone, e-mail & walk-in customers
- ❖ Receive and update payments
- ❖ Assist clients with problems, questions and general information



- ❖ Assist Customer Service/Sales Teams with samples program/distribution
- ❖ Assist with administrative tasks as required
- ❖ When necessary supervise order desk to ensure proper staffing and observance of proper processes and procedures.
- ❖ Input and maintain accurate information in Sage Business Vision, and other software as required.
- ❖ Be available for vacation and sick coverage, when needed
- ❖ Other duties as required.

What type of experience and skills do you have?

- ❖ 5+ years experience in customer service, call center or in a related position
- ❖ 1+ year experience in being a team lead or supervisor
- ❖ Ability to create a positive customer experience by understanding and meeting customer needs quickly, professionally, and accurately.
- ❖ Excellent communication skills, both written and oral
- ❖ Thrive on working in a multi-tasking environment where high attention to detail is required.
- ❖ Exceptional organizational abilities with task prioritization, use of timelines and time management techniques
- ❖ Candidates should have strong interpersonal skills and the ability to work in a fast-paced team environment.
- ❖ Competent in all Microsoft Office applications. Experience with Sage Business Vision, and P21 considered an asset.
- ❖ Exhibit a strong aptitude with numbers.
- ❖ Candidates must be committed, self-motivated, and able to effectively work individually as well as part of a team.
- ❖ High level of personal integrity
- ❖ Must be able to work with little supervision and must be self-directed
- ❖ Successful completion of Criminal Background Check

What is considered an asset?

- ❖ Previous experience in flooring or surfaces industry experience considered an asset.
- ❖ Knowledge of ACT! Software
- ❖ Experience and/or knowledge of interior design
- ❖ High levels of enthusiasm
- ❖ Professional/mature demeanor under stressful situations

Why Stone Tile?

Our attitude, approach and entrepreneurial spirit sets us apart from our competitors. We know our success comes from our people and we place a high emphasis on their well being.

Stone Tile is rapidly growing as a company and we believe all members of our family should do the same. We care about our employees, which is why we believe in personal and professional growth and will work diligently to provide the support needed for you to reach your goals.



Perks and Benefits:

- ❖ Flexible paid time off- float and sick days are provided annually
- ❖ Frequent team outings and company wide events including long weekends BBQs, Employee Appreciation Day, games night, bagel breakfast, holiday party and many other events put together by our social committee!
- ❖ New parent benefit bonus
- ❖ Attractive benefits, 50% paid for by the company
- ❖ Free parking
- ❖ Commitment to professional growth

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.

Acknowledgment

I, _____, understand and agree with the job description of the Customer Service Team Lead described herein.

Signature: _____

Date: _____