



## Customer Service Representative – Job Description

---

**Title:** Customer Service Representative

**Reports to:** Manager, Customer Service

**Schedule:** Monday to Friday 8:30am to 5:00pm & Occasional weekends

**Stone Tile International is looking for a Customer Service Representative 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. The Customer Service Representative (CSR) is required to provide a high level of customer service to Stone Tile International Inc. 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.

### **What will you do?**

- Processing orders by 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 P21 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 require



### **What Customer Service Qualifications/Skills do you have**

- Understanding the Client/Customer Focus
- Outstanding communication
- Problem Solving
- Professionalism
- Time Management
- Process improvement
- Proactive work ethic

### **What Education and Experience skills do you have?**

- 3-5 years' experience in a Customer Service role preferred.
- Tight deadlines, attention to detail
- Ability to multitask
- Proven organizational and time management skills
- High level verbal and written communication skills in English
- Committed to contributing to a strong team culture to ensure success.

### **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 wellbeing.

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 companywide 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 Rewards & Recognition Program- 'The Perk'
- New parent benefit bonus
- Free parking
- Employee Recruitment Referral Bonus
- Milestone Service Award
- Commitment to professional growth