

We are looking for a dynamic customer service representative to join our customer service team. The position is full-time, Monday-Friday 8:30-5:00.

The ideal candidate will thrive in an environment that emphasizes effective communication, empathy towards our customers' needs, and must enjoy interacting with others.

Responsibilities:

- Processing Apparel orders (order approvals, coordinating with graphics on artwork approvals, purchasing and expediting, dealing with decorators and ensuring on-time delivery)
- Dealing with salesreps and customers and responding inquiries in a helpful and friendly manner.
- Provide excellent customer service with professionalism, courtesy, efficiency, and accuracy
- Deliver knowledgeable answers to questions about product, availability, and pricing.

Skills required:

- Must have strong computer skills, including proficiency in Microsoft office, excel, outlook, and word.
- Strong organizational skills with ability to multi task and meet deadlines
- Able to cultivate and maintain customer and sales rep relations
- Excellent customer service skills
- Demonstrate behaviors that support teamwork, innovation, and accountability
- Ability to function individually as well as part of a team
- Ability to review work for accuracy
- Bilingual (English/French) an asset

Please submit resume to: alitzencox@tlitzen.com

*Must have own vehicle, no bus route.