



Position title: Customer Service Representative
Reporting to: Customer Service Manager

Allsco is looking for an enthusiastic, motivated, team player to join our Customer Service Team! You will provide administrative and excellent customer service support to our clients daily. The position offers a competitive salary, a group benefit plan, and career advancement.

RESPONSIBILITIES

- Respond to customer inquiries by telephone or e-mail to provide non-technical problem resolution
- Processing customer orders, both in-person and on the phone
- Invoicing and general office administrative duties
- Establish efficient and balanced workflows that maximize efficiency and produce high levels of service quality and excellent customer satisfaction
- Resolve routine and basic customer issues and communicate solutions, or investigate requested information to further assist the customer
- Analyze customer service needs and refer to other service or technical departments for follow up as needed
- May utilize a customer relationship application or program to research product information
- Other duties as assigned

REQUIREMENTS

- 1-2 years experience
- Post secondary education is preferred
- Proficient computer skills; Microsoft Word, Excel, PowerPoint, Outlook
- Highly organized, professional, and friendly
- Excellent planning and time management skills
- Ability to prioritize and manage multiple tasks and work efficiently under pressure in a fast paced, deadline-oriented environment
- Strong communication skills
- Self-motivated and goal oriented
- Bilingualism is an asset

TALENTS

- Be recognized as an authentic team player who puts his/her team's talents in the spotlight
- Capable of identifying opportunities for business, cost reduction and process improvement
- Proudly promoting Allsco's interests, values and culture and perceived as a model by his/her peers
- Strong moral sense, honest and rigorous
- Customer focused
- Ambassador of change and able to influence and support the team

To apply, please submit your cover letter and resume to nmitton@allsco.com