

Customer Service Rep

Start Date: Immediate | Burlington, ON

POSITION SUMMARY

Full-time Part-time Seasonal or Permanent available

Select Stone is looking for an outgoing, service-oriented individual to join our Customer Service team and provide exceptional service to those who visit, call or email our yard regarding the products and services we offer.

Responsibilities:

- Assist customers to quote/plan projects, providing sales quotes for stock and special order requests
- Process pick-ups, sales orders and payments; communicate details to other departments as needed
- Update customers regarding product availability
- Answer and direct incoming phone calls
- Respond to telephone, email, online or in-person customer inquiries in a timely manner
- Assist with planning and scheduling daily deliveries
- Prepare and distribute paperwork as required
- Provide administrative assistance to outside sales when needed
- Follow established procedures and LEAN practices to promote an efficient work environment
- Related duties as assigned by the Office Manager

SKILLS & EXPERIENCE

- Excellent written and verbal communication skills, including the ability to listen and speak clearly on the telephone
- Able to work under pressure and meet tight deadlines while maintaining a positive attitude and providing exemplary customer service
- Proficient in Microsoft Office (Word, Excel, Outlook)
- Able to work independently and complete assignments within parameters given
- Physically able to lift and carry up to 50 lbs
- High school diploma required

WHY JOIN OUR TEAM?

- Competitive wages
- Positive and supportive work environment
- Generous vacation benefits
- Growth and learning opportunities

Visit www.selectstonesupply.com/careers.html to learn more about us and to apply.

