

Customer Service (Front Desk)

Start Date: May | Burlington, ON

POSITION SUMMARY

Full-time Part-time Seasonal

Select Stone is looking for a summer student to work alongside the Office Manager and Customer Service team, providing exceptional service to those who visit, call or email our yard regarding the products and services we offer.

Responsibilities:

- Act as gatekeeper for all walk-in customers, assisting/directing them as required based on their material and service needs
- Process all pick-up orders and required payments
- Screen/distribute email inquiries in a timely manner
- Provide back-up phone support to Customer Service
- Prepare and distribute paperwork as required
- Update Select Stone database
- Maintain inventory of front office supplies
- Follow established procedures and LEAN practices to promote an efficient work environment
- Related duties as assigned by 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
- Growth and learning opportunities

Visit www.stonespecialists.ca/careers to learn more about us and to apply.

