

Bilingual Customer Service / Account Coordinator

Reference No.: 1112D5
Language: Advanced English, Advanced French
Location: Vaughan-Ontario
Salary: \$60K - 62K
Benefits: Included
Account Manager: Munir Jamal
Email: mjamal@nevia.com
Job Type: full time permanent

Description

We are presently searching for a great Bilingual (English and French) Customer Service Representative for our client, a growing and global manufacturer in Vaughan. This individual will be completely fluent in both languages, have a minimum of 2 years customer service/ A-Z order desk experience. This will be a hybrid role (2 days in office) after full training has been completed. You will receive full benefits after 3 months, RRSPs, Pension - company match. Salary: 60K -62K per year with great opportunities!

Responsibilities

- Ensure accurate and timely order and credit note entry
- Prepare/check invoices and bills of lading for outgoing shipments
- Monitor high priority orders to ensure timely and complete delivery
- Act as a co-coordinator between sales and logistics, as well as other departments as needed (credit, production, planning, etc.)
- Work with buyers and Key Account Manager to arrange that back orders are created when necessary.
- Investigate short shipment fines as necessary for the credit department.
- Work very closely with the shipping department.
- Accurately process large amounts of data when necessary.
- Coordinate with courier companies to ensure that purchase orders are delivered on time.
- Develop and maintain strong positive relationships and rapport with all key customers.
- Establish and adhere to customer call cycle for all assigned accounts to obtain orders.
- Deliver against KPI objectives as devised and communicated by Manager.
- Support new product launches through effective communication.
- Effectively track customer performance, relative to volume and assortment and provide regular feed-back on issues and opportunities.
- Respond to customer inquiries and requests.
- Perform other duties as required.
- Internal and external customer satisfaction; achievement of KPI objectives
- Ability to be resourceful and operate independently in the completion of all tasks
- Must be a self starter
- Strong attention to detail and accuracy
- Good problem solving skills
- Professional, well spoken telephone manner
- Comfortable in a fast past environment
- Knowledge of order process for customer base;
- Understanding of supply chain management an asset

Qualifications

- Speaking both languages English and French is a must
- Customer Service / Order Desk & Sales Call experience
- Ability to be resourceful and operate independently in the completion of all tasks
- Must be a self starter
- Strong attention to detail and accuracy
- Good problem solving skills
- Professional, well spoken telephone manner
- Comfortable in a fast past environment
- Knowledge of order process for customer base;
- Understanding of supply chain management an asset
- Technical or professional skills and knowledge required to perform the job effectively