

# Customer Service Representative/Order Desk

**Reference No.:** 111304  
**Language:** Advanced English  
**Location:** Mississauga-Ontario  
**Salary:** 50K- 55K  
**Benefits:** Included  
**Account Manager:** Munir Jamal  
**Email:** mjamal@nevia.com  
**Job Type:** full time permanent

## Description

Our client (an industrial manufacturer) is seeking to fill the position of “CSR/Order Desk”. This is a multi function role that requires an individual to work with a number of different departments within the company. This role is responsible for receiving and processing orders, credits and escalations in a timely and efficient manner. The role must maintain good customer relations by telephone and e-mail communicating order information, handling customer complaints, and processing expedites. Full time in office permanent role. Salary: 50K-55K. Mon-Fri: 8:30-5:00pm. Benefits: Yes- After 3 months. Great bonus opportunities (up to 15K, paid quarterly). Great work environment and growth opportunities.

## Responsibilities

- Process Orders, Expedites and all other customer requests accurately with a high attention to detail in a timely manner.
- Consistently organize workload to ensure high priority and rush items are prioritized.
- Work well with other team members and departments to ensure customer receive the best service possible at every point.
- Effectively manage orders (phone, EDI, email) daily.
- Deal with customer issues, concerns and complaints in a timely and efficient manner
- Supply tracking information on shipments as customer requires
- Co-ordinate rush orders as required with Production and Shipping
- Assist Inside Sales to expedite orders as necessary with Production
- Issue Return Good Authorizations to determine quality issues, relay findings to customer, and process next step accordingly

## Qualifications

- Completed post- secondary education
- 2-3 years of Order Desk experience is a must (order processing experience)
- Ideally must have a great mechanical aptitude.
- Organization skills with attention to detail.
- Exceptional interpersonal and communication skills and be able to present the company in a professional manner and provide excellent written reports.
- Good math and problem solving ability.
- Be personally motivated and able to provide creative thought.
- Strong computer skills with ability to use Microsoft software (Excel, Word, etc.).
- Excellent verbal, written and listening skills.
- Take ownership of all opportunities, challenges, and mistakes.
- A willingness to identify personal strengths and weaknesses and accept training, coaching, and criticism. Commit to a personal plan of development as necessary.
- Able to handle a high pressure call center environment where constant multi-tasking and prioritizing of daily work is essential.
- A positive and friendly phone manner is critical.
- A high level of empathy is required to identify customer concerns and convert them into a positive experience.
- Ability to gain customer trust and keep it.