

CAREER OPPORTUNITY

- **Job Title:** Customer Service Representative **Department/Location:** Grande Prairie, AB

- **Reports to:** Customer Service Manager

- **Purpose of position:**
 - Be the major point of contact in providing outstanding customer service to qualified customers of Brenntag Canada.

- **Key Accountabilities:**
 - Accurately manage the order inputting process via direct on line order entry and the On Line Store;
 - Identify additional customer needs and potential opportunities through effective information gathering techniques; communicate these findings to appropriate internal parties;
 - Participate in up-sell activities and the promotion of other specialized services as identified by the business (i.e. maximizing minimum order requirements, identifying sales gaps, and promoting On Line Store);
 - Initiate the customer complaint resolution process and follow through until issues are finalized;
 - Complete all required invoice adjustments in a timely manner;
 - Understand the resources within the business to be an effective problem solver;
 - Maintain a broad knowledge of product availability (i.e. packaging, lead times, where stocked);
 - Maintain and update customer pricing as required;
 - Manage inventory stock transfers to other warehouse sites;
 - Record and communicate contract transportation carrier performance issues.

- **Qualifications will include the following:**
 - Key Behavioral Competencies
 - Customer Service Focus
 - Problem Solving
 - Communication
 - Relationship Building
 - Planning & Prioritizing

 - Technical Competencies
 - Post Secondary Education
 - 2-3 years Customer Service experience
 - Strong computer skills
 - Strong communication skills