



Souvenir Avanti is a leading North American Manufacturer and Supplier (www.faroproducts.com) in custom cast promotional items. For 30 plus years Souvenir Avanti has been recognized for our great service and exceptional quality. We are currently looking for a dynamic individual to join our customer service team.

Position

Customer Service Representative

- Department : Customer Service
- Status : Permanent, Full Time
- Working Hours : 37.5 hours per week, Mon - Fri 9 :00 am -5 :00 pm
- Place of Work : Hybrid (Remote & On Site)
- Immediate Supervisor : Customer Service Manager

Responsibility

While maintaining an exceptional level of customer service, the Customer Service Representative is responsible for all interactions with customers relating to overseeing orders from design to delivery as well as promoting various products. The ideal candidate will thrive in a fast paced environment, and has the ability to multi-task, adapt to changing priorities, and work well in a team environment.

Main Tasks

- Foster solid relationships with existing and new customers.
- Identify and satisfy customer needs.
- Investigate solutions and respond to customer inquiries in a timely and professional manner via telephone or email.
- Process and follow up on quotations.
- Identify and handle potential sales opportunities.
- Review all incoming orders to ensure all information is correct and handle any discrepancies that may arise in the fulfillment of an order.
- Daily communication with various internal departments.
- Updating various data in the system.
- Carry out all other tasks inherent to the position.

Requirements

- DES completed.
- Experience: 1-2 years
- Computer literate- good knowledge of Microsoft Office.
- Excellent communication skills (verbal and written).
- Proficient problem solving skills.
- Ability to prioritize and handle many projects efficiently within set deadlines.
- Effective time management and organizational skills.
- Bilingual
- Knowledge of manufacturing is an asset.

Contact

To apply for the position, please send your resumé by email to hr@faroproducts.com.

We look forward to hearing from you and thank you for your interest. Only those candidates chosen for an interview will be contacted.