

Position

Junior Account Manager (Entry Level) –Retail Division

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

Responsibility

Under the guidance of the Retail Customer Care Manager the incumbent will help to foster and further develop customer relationships to ensure the highest possible level of customer satisfaction and retention

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.
- 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.
- Organize, analyze and process customer Purchase Orders according to client requirements and production standards.
- Prepare the artwork requisition for the art department.
- Collaborate with sales team in order to successfully secure projects/contracts
- Daily communication with various internal departments.
- Carry out all other tasks inherent to the position.

Requirements

- Previous customer service experience an asset
- 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

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.