



Fonction Description - McInnis Cement

Customer Service Representative

Location: Head Office in Montreal

Reporting to: Customer Services Manager

Status: Temporary - full time

The McInnis Cement plant is equipped with cutting edge technology, raising productivity and environmental industry standards for North America. The facility, located in Port-Daniel-Gascons, Gaspésie, is one of the largest industrial developments in Quebec. The Company's mission is to provide its customers with high quality cement, manufactured and distributed in a way that respects the ecosystem, while putting the local economy first.

The Customer Service Representative is responsible to interact with clients and carriers to fulfill order requests and inquiries from our B2B clients. Internally the candidate will work with Sales, Distribution, Logistics and Finance in daily operations. We are searching for a bilingual team player, with excellent soft skills, who will join our start-up team of service specialists.

RESPONSABILITIES

- ⚡ Responsible for the order taking, fulfillment, processing of exceptions for pick-up and delivery in accordance with inventory allocation and logistics coordination and dispatch of orders to carriers.
- ⚡ Order entry and order management as well as update customer database as per information provided by the sales team.
- ⚡ Support billing review process prior to and after issuance of invoices. Assist with any subsequent resolution process that may be required, in the event of customer account discrepancies.
- ⚡ Create, manage and update all customer pricing.
- ⚡ Review accurately pre-published invoices, make the necessary corrections prior to billing, support and assist with remediation of invoice discrepancies.
- ⚡ Primary point of contact for logistics or quality-related issues in customer order management, service, or fulfillment process with the responsibility to resolve issues, escalate accordingly and ensure feedback to customers.
- ⚡ Manage, track, fulfil and follow up on customer inquiries and commitments
- ⚡ Conduct proactive outbound calls to customers and carriers to optimize inventories, manage deliveries requests and implement watch strategic plans.



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Customer Service Representative

- Execute or escalate dispatch/delivery issues efficiently and quickly; ensuring assignment of appropriate carrier.
- Conduct surveys with clients to measure satisfaction.
- Operate as single point of contact for customers for order management questions.

YOUR PROFILE

- College or High School diploma
- 3-5 years customer service experience
- Sense of customer service, excellent interpersonal skills
- Bilingualism oral and written a must
- Advanced knowledge of Excel
- Knowledge of Salesforce, SAP or Process Solutions (an asset)
- Knowledge of logistics or dispatch (an asset).

WHAT WE OFFER

- To work in a growing Quebec organization, where you will find a dynamic and friendly work environment
- A lot of challenges and projects
- A competitive compensation;
- A competitive benefits' program.

Please send your resume to careers@cmcinnis.com, to the attention of **Julie Rebecq**, Talent acquisition specialist.