**Job Description**

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| **Job Title:**  | **Customer Service Representative - Bilingual – Order Management** | **Department:** | **Operations** |
| **Reporting to:** | **Customer Service Manager** | **Position Type:** | **Full Time Position** |

**Job Summary:**

In this capacity you will be responsible for managing and strengthening relationships with key customers of Fellowes Canada Ltd. You will be held accountable for the complete order management cycle for assigned accounts, which include entry, ensuring on time shipping/delivery, returns/deduction management, addressing all customer enquiries and other related activities as they relate to orders and products. In addition, you may be asked, from time to time, to perform other tasks/participate in projects etc. which support Fellowes Canada Ltd. in its pursuit of its overall business strategy and performance objectives as they relate to customer service.

**Job Duties:**

**Customer Service Duties**

* Provide 1st class customer service support to existing customers and distributors. Deal directly with customers either by telephone, or electronically (e-mail)
* Receive (EDI, manually and fax), verify, and process orders from customers utilizing the organization’s internal ERP systems (Oracle) ensuring orders are accurate (pricing, UOM etc.)
* Respond to customer enquiries relating to the status of existing orders (including pricing and delivery information, backorders etc.)
* Initiate required action for response to customer requests for order changes, and communicate changes to the appropriate personnel/departments
* Investigate and process credits/debits /deductions/ Non- compliance Fines
* Authorize and issue customer returns
* Represent customer service on key projects (i.e. upgrades, B2B–B2C solutions, process improvements etc.) when required
* Provide carrier PODs /copies of packing slips to customers upon request
* Processing of internal orders (i.e. samples, parts, etc.) as required
* Manage enquiries from customers/consumers (i.e. product information, where to purchase, product recommendations, resolving issues with Fellowes products, etc.)
* Liaison with Global After Sales Service team to assist consumers as it relates to servicing of Fellowes products
* Ensure customer profiles are current and accurate
* Ensure Customer Service Manager is updated on day to day shipment activities and advised of any issues or concerns that may directly impact the customer or internal business expectations
* To act in an ethical and professional manner in all business dealings

Qualifications / Skills:

* Bilingual (English & French)
* Minimum of 3 years previous customer service experience preferably with business machine /consumer packaged goods company in a fast pace environment
* Intermediate skills in computer usage including MS Office (excel, word etc.) complemented by excellent data entry skills - Experience with an ERP system – (Oracle ERP an asset)
* Strong knowledge of B2B (business to business – EDI etc.) & B2C (business direct to consumer - .CA) relationships and processes
* Passionate approach in ensuring excellent customer service
* High attention to detail, analytical, problem solving skills with an aptitude for being a forward thinker
* Ability to prioritize and organizing according to business demands
* Ability to work as part of a team and/or unsupervised
* Strong communications skills
* Post-Secondary Education preferred. Strong combination of experience, training and education considered

Hours of Operation:

8:30am – 4:30pm - Monday - Friday

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***You***, as the employee are responsible for all the above duties as part of your position. Should deviation

occur, a reassessment of duties and/or position will result.

***I,*** as your employer are responsible for ensuring appropriate training is available for all responsibilities

given in your Job Description.

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| **Comments:**  |  |
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Signing of this Job Description, confirms that you are aware and understand the job description required

for this position and will perform all tasks to the best of your ability.

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| **Employee Name:**  |  | **Employer Name:** |  |
| **Employee Signature:** |  | **Employer Signature:** |  |
| **Date:** |  | **Date:** |  |