

BILINGUAL CUSTOMER SERVICE REPRESENTATIVE

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INDUSTRY	TYPE	COMPANY SIZE	FOUNDED
Manufacturing	Private	250 – 300 employees	1953

“Whatever it takes. Our people are driven to succeed” – *Bob Peacock, President, ALMAG Aluminum*

Recognized as one of Canada’s Best Managed Companies, ALMAG understands that true customer satisfaction comes from delivering an exceptional service and a superior product. Our goal is to provide Customers with peace of mind knowing that quality products, short lead times and customer satisfaction is our top priority through all four pillars of service — Design, Extrude, Fabricate and Finish. We believe in building strong relationships around reliability and ownership which go hand-in-hand with our core values; respect and fairness, humility, passion for progress and ownership. Recognizing that people create culture, our core values are fundamental drivers of our workplace environment.

JOB DESCRIPTION

Reporting directly to the Manager, Customer Service and Inside Sales. Functionally responsible with all members of the Customer Service and Sales Team concerning day to day sales matters and the Production Team concerning order fulfillment and customer satisfaction. All employees contribute to the success of each customer.

Key Responsibilities

- Develop and maintain constructive working relationships with all customers
- Order entry and verification
- Work with Plant for Stocking Programs
- Provide prompt and accurate responses to Sales and customer requests for expediting orders with Purchasing and Internal Suppliers.
- Reply to customer inquiries for order status and pricing updates in a timely manner
- Maintain and grow customer base by providing outstanding customer service and opportunities to up-sell
- Assist/provide back-up for co-workers when required
- Comply with all quality related policies, procedures and system requirements.
- All other duties as required by the sales department and the organization.

DESIRED SKILLS AND EXPERIENCE

Experience

- Must have a good command of French and English, both written and oral is required
- Candidates should have 1-2 years' experience in a sales/customer service environment.
- Attention to detail with a passion to learn.
- Experience in manufacturing is ideal but not a necessity.
- Should have high energy level, a positive attitude and be able to work in a fast paced environment without direct supervision
- Good time management and organizational skills are necessary.
- Must have excellent telephone presence and manners.
- An understanding of computers, measurements, tolerances, basic geometry and the ability to read drawings/blueprints will prove useful.
- Should be a strong team player and work well with others.
- Empathy and confidence will allow the candidate to succeed in this position.

Education

- Post-secondary education with mathematical, business, quality and technical training.
- High School graduation and 2 years of experience in a similar environment may be substituted.

MORE ABOUT ALMAG

Since 1953, ALMAG has built a reputation as an industry leader in extruding high-visual, tight tolerance, complex, thin-walled, lightweight and precision aluminum extrusions. Pushing the limits of industry standards, ALMAG is capable of providing Solutions to some of the most complex designs by combining its skills, knowledge and experience with engineering to deliver best in class, quality Solutions with the industry's shortest lead times.

Benefits ALMAG Aluminum offers their employees include:

- Health and dental
- Life AD&D
- Long-term disability
- Vision
- Employee Assistance Program
- Critical illness insurance
- Health spending account
- Profit sharing
- Gym memberships – wellness programs
- Education assistance program
- Monthly social committee activities