POSITION TITLE: Customer Service Rep, 4-month Contract

Employment Type (FT,PT,Contract): FT CONTRACT
Rate of Pay: MIN WAGE
Job Location: HAMILTON, ON
Hours of Work: 40 PER WEEK
Start Date: JUNE 3, 2019
Application Deadline:

COMPANY NAME: Mabel's Labels
Street Address: 150 Chatham Street
Phone: 905-667-0306
Fax: 905-297-0522
Email: resumes@mabelslabels.com
Website: mabelslabels.com

General Description of Duties:
Position Summary

Under the supervision of the Customer Service Manager, the Customer Service Representative is responsible for creating a positive experience for clients. As a contact for customers, the incumbent provides assistance in the form of email communication, live chat sessions and phone calls. We believe in going above and beyond for our customers, in every interaction.

Major Duties and Responsibilities

- Create a positive experience for customers, including fundraising programs by promptly, politely and accurately answering phone calls, emails and live chats.
- Address customer concerns and offering advice, solutions, refunds and exchanges.
- Enter all orders into the Management Information System
- Responsible for sending out samples and brochures upon request
- Provide support to other departments by entering test orders and samples, transferring calls and emails as required, and communicating errors, production and IT concerns where applicable.
- Report issues with Management Information System and website
- Process returned customer mail and undeliverable orders by postal services.
- Maintain excellent relationships with partnering organizations.
- Performs other related duties as assigned.
Skills and Experience Required:

Minimum Qualifications and Skills

• Superior customer service skills with an emphasis on detail and accuracy
• Strong verbal and written communication skills
• Strong knowledge of computer software for word processing, spreadsheets, database management, emailing, online chat and technologically proficient
• Ability to work independently, quickly assess situations and offer appropriate feedback and solutions to customer inquiries in a polite and professional manner.
• Previous experience within a customer service role and performing general administrative duties is preferred
• Post-secondary education preferred but not required.

Required Hours

• Paid training is scheduled in office between June 3rd and June 14th 9am-5pm EST
• Upon successful training, regular hired hours will begin, we are filling for two roles:

ROLE 1: Tuesday-Saturday 8:30am-5pm (beginning Tuesday June 18th)

ROLE 2: Sunday to Thursday, 11:30am to 8pm (beginning Monday June 17th)

• Canada Day, Civic Holiday and Labour Day may be required to work, with a lieu day in compensation. Occasionally, alternate hours may be required to meet the needs of the business.

• CCL Industries has an accommodation process in place and provides accommodations for individuals with disabilities. If you require a specific accommodation because of a disability or a medical need, please indicate this during the application process so that arrangements can be made for the appropriate accommodations. Only candidates selected for an interview will be contacted.

How to Apply:
Please email your resume and cover letter to resumes@mabelslables.com. Please indicate which role(s) you are interested in, Role 1 (Tues-Sat) or Role 2 (Sun-Thurs).

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