



Customer Service Representative – Edit Analyst

Employment Type	Full-Time
Job Location	North York
Workplace Type	On-Site
Reference	GC – CSR0726

Company Description

Global Furniture Group is leading the office furniture manufacturer industry. Dedicated to designing and delivering high-quality furniture solutions for workplaces across North America. Global values a collaborative culture values, teamwork, integrity and continuous improvement, offering employees opportunities for growth in a dynamic and supportive workplace.

Role and Responsibilities

The Customer Service Representative is accountable for ensuring an exceptional experience with our customers through our dealer network, sales representative. They must ensure customer receive efficient and courteous service at all times. The customer focus will be with Canadian Dealers. This incumbent is responsible for receiving and answering, within established guidelines, all customer questions and complaints. The Customer Service Representative is responsible for acting as a liaison between customer and the various internal departments. In addition, the incumbent is accountable for maintaining appropriate records. They must also use their voice to further promote our products and services.

- Implementation of the Customer Service Process and Procedures.
- Adhering to company policies and procedures.
- Respond to internal and external customer needs in a knowledgeable, professional and timely manner via telephone or email.
- Demonstrate a solid knowledge of our products, price guides, installation manuals and order flow.
- Review of all edits to ensure accuracy prior to release to production.
- Report any discrepancies to appropriate department for review and correction.
- Troubleshoot and team up with Customer Service Representatives.
- Utilize available resources to verify information, ie price lists, web site and internal divisions.
- Assist teammates as needed.
- Back up other teammates due to leave.
- Organize their work area to ensure continuous workflow.

Qualifications and Core Competencies

- Post secondary education with a minimum 3 years Customer Service experience.
- Excellent interpersonal skills.
- Excellent verbal and written skills.
- Strong organizational skills.
- Must be detailed oriented with ability to multi-task.
- Must be able to work in a fast paced, deadline oriented environment.
- Must be able to work independently and within a team environment.
- Strong computer skills, including Microsoft Word, Excel, Google, and AS400.
- Knowledge of office furniture manufacturing industry an asset.

How To Apply

To apply for this position, please send your resume by email to:

HRCanada@globalfurnituregroup.com quoting reference code: **GC – CSR0726**

We thank all candidates for their interest, however, only those selected for an interview will be contacted. Valuing diversity, equity and inclusion in the workplace and supporting the principles of Canada's Employment Equity Act. Global Furniture Group values employment equity and is an equal opportunity employer. We will accommodate the needs of applicants with disabilities during the recruitment process. Those requiring accommodation should advise Human Resources and Global will provide suitable accommodation in a manner that considers the applicant's accessibility needs due to disability. Global Furniture Group offers a competitive salary, benefits package and opportunities for professional growth and development. If you're ready to join a team that is committed to delivering the best products and services to our customers, please apply now.