



Title: Bilingual Product Advisor.

Reports to: Customer Solutions Team Leader

Based at: 214 Bayview Drive, Barrie ON

***This position is currently remote and will be reviewed post pandemic.

Employment Type: Permanent Full Time

Shifts: 8:30 AM - 5:00 PM or 11:30 AM - 8:00 PM

Job Purpose: Provide "World Class Customer Experience" as per corporate guidelines/objectives to existing and new customer base. Handle all inbound inquiries (phone, email, social media etc.) with accuracy and professionalism. Process replacement along with parts orders as necessary. Provide general maintenance & troubleshooting guidance to customers while logging relevant information into designated database(s) as required.

Key Responsibilities and Accountabilities:

- Respond to product information inquiries. Answer calls, emails & faxes from consumers, dealers, distributors & sales agents
- Respond to technical inquiries. Visualize and troubleshoot any problems that a consumer or service technician may run into (installations or mechanical problem on equipment already installed)
- Enter replacement parts and warranty orders, producing reports as needed
- Record relevant information for 100% of customer interactions
- Accumulate and share product information with team members
- Enter information in product returns systems (RA - Return Authorization)
- Identify and track potential product quality issues and report via Quality Audit
- Report necessary revisions to the replacement parts manuals, maintain support documents as required and report issues with product websites

Education and Experience:

- Must have a High School Diploma
- Must be fluent both oral and written in English and French
- Must be proficient in Microsoft Office (Word, Excel, PowerPoint, Access, Outlook)
- Experience using an Enterprise Resource Planning (ERP) system or Customer Relationship management (CRM) system is considered an asset
- Previous customer service training and/or experience is considered an asset