



## Order Desk/Customer Service Representative

Profile Wine Group, one of Canada's premier wine agencies is currently seeking an **Experienced Order Desk/Customer Service Representative** to handle all aspects of order management and customer service. The successful candidate will be customer focussed with sharp attention to detail. In addition, a proven ability to manage multiple priorities while meeting deadlines in a very fast paced environment is key.

### Core Responsibilities:

- Process customer orders received via email, phone or verbal communication in an accurate and timely manner within applicable LCBO deadlines
- Provide exceptional customer service to both internal and external clients; providing efficient and effective resolutions to customer enquiries and all order issues
- Validation & immediate processing of customer credits for returned products
- Maintenance of customer information in company database; inputting new and updated information & editing current information when applicable
- Ensure adequate delivery driver staffing levels to support fluctuating delivery requirements and seasonality impacts
- Plan & organize daily delivery logistics for all drivers & couriers
- Ensure daily delivery schedules are adhered to, and all necessary documentation is returned to head office in an accurate, timely and complete manner
- Preparation of various inventory reports to senior management
- Ensure timely execution of administrative responsibilities

### Education & Experience:

- Minimum of 3 years Order Desk/Customer Service Representative experience
- Successful completion of high school diploma or equivalent
- Industry knowledge and an understanding of LCBO systems and policies is an asset

### Skills/Competencies

- Above average customer service skills including pleasant and professional phone skills, problem resolution, follow through, and attention to detail
- Ability to multi-task and succeed in a fast paced and demanding environment
- Proficiency in MS office software (Outlook, Word, Excel)

### Benefits:

- Competitive compensation and benefits package
- Entrepreneurial environment committed to employee success

Please respond with your resume to:

**careers@profilewinegroup.com** if you are interested in furthering your career with Profile Wine Group. <http://www.profilewinegroup.com/>