



**CUSTOMER SERVICE REPRESENTATIVE  
ARE YOU CUSTOMER FOCUSED, POSITIVE AND RESULTS DRIVEN?  
– LUDA FOODS IS LOOKING FOR YOU TO COMPLETE OUR TEAM**

**Job Description:**

As a customer Service Representative, you will be mainly responsible to receive and process incoming orders for merchandise, handle exporting of products and completing all related documents. You will also interact with customer on product inquiries and provide customers with information on receiving, pricing, tracking, and shipping dates and delays. You will offer administrative support and data-entry assistance to the sales team with samples, customer documents and trade programs.

**As our Customer Service Representative, you will:**

- Enter, review, process, and follow-up on orders and product returns received
- Confer with existing customers, other departments and transport companies in order to expedite or trace orders
- Handle and prepare necessary documentation, and paperwork for out-of-country shipments
- Recommend merchandise or services to meet customers' needs
- Be the 1<sup>st</sup> point of contact for all Sales support requests
- Handle and coordinate all aspect of sample requests
- Maintain and update lead information in customer database system (Salesforce)
- Maintain knowledge of current products and promotions.
- Back-up other customer service representatives

**As our chosen candidate:**

You are fully bilingual with at least 2 years of pertinent experience with a good command of MS Office suite and able to work under pressure.

**Here are the reasons you will want to work for us:**

- Family-firm with a family ambiance: we encourage sharing and networking throughout the company, [and office employees benefit from a flex-time arrangement with core hours].
- Competitive salaries reviewed annually.
- Yearly bonus based on objectives and profits.
- Health benefits features an individual health + dental plan fully paid by the company, and low cost for a family plan.
- Employee assistance program.
- Employee reserve program.
- Group retirement savings plan with an incentive employer contribution annually.
- Company paid training and courses.



**Aliments LUDA Foods Inc.**  
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## About LUDA Foods:

LUDA Foods has been crafting soups, sauces and seasonings for the food service and industrial markets since 1951. A third-generation, family-owned company, we are humbled by the long-standing trust North American chefs, buyers and their organizations have had in our LUDA brand line of dry mixes and refrigerated concentrates as well as the many custom private label products we have developed. And all of them are made-to-order, right here in Canada.

LUDA Foods' specialties include gluten free, vegetarian, sodium reduced, Halal, Kosher, and clean label. Our manufacturing facility is HACCP and GFSI certified under the SQF referential, and all products comply with the GS1 FS3 certification. What is more, we are a CFIA meat and fish registered establishment with daily inspections.

Thank you for applying to LUDA Foods. Send your resume to [jessicar@luda.ca](mailto:jessicar@luda.ca)

Only applicants meeting our requirements will be contacted, however, even if you don't hear from us, your resume will be kept on file for future opportunities.

We are an equal opportunity employer.

### Summary:

**Location:** Pointe Claire. QC  
**Industries:** Manufacturing; Foodservice  
**Job Type:** 18 month contract, Full-time