



CUSTOMER SERVICE AGENT

Job Description:

Day-to-day customer support and direct communications to our customers (with cc to Sales) for orders, returns, changes, pricing updates, complaints etc. Receives and processes incoming orders for merchandise. Informs customers of receipt, prices, shipping dates, and delays. Interacts with customers to provide information in response to inquiries about products. Provides administrative and data-entry assistance to sales team with samples, customer documents (forms, export paperwork). Qualifies leads, looks after samples and sales support services, handles direct customer requests.

As our Customer Service Agent, you will:

- Confer with existing direct customers by telephone and email to provide information about products.
- Enter orders received by phone, fax, e-mail and iTrade in our ERP
- Review orders for completeness according to reporting procedures and forward incomplete orders for further processing.
- Check inventory records to determine availability of requested merchandise.
- Verify customer and order information for correctness, checking it against previously obtained information as necessary.
- Create, maintain and update customer and contact information in QUBE and CRM database as per [Creating a New Customer in Qube](#).
- Direct specified departments or units to prepare and ship orders to designated locations.
- Inform customers by email or telephone of order information, such as unit prices, shipping dates, and any anticipated delays
- Compute total charges for merchandise or services and shipping charges.
- Redirect incoming faxes to appropriate person
- Open Customer Complaints in JIRA when required (including transport issues)
- Prepare customs paperwork and prior notice for out-of-country shipments (including Japan)
- Handle transport bookings/documents/correspondence for international customers.
- Confer with production, sales, shipping, warehouse, or common carrier personnel in order to expedite or trace shipments.
- Set-up certificate of analysis with Quality Control.
- Recommend merchandise or services that will meet customers' needs.
- Prepare the physical product return and supply [Accounts Receivable Clerk](#) with the complete information for them to issue a credit note
- Operate telephone switchboard to answer, screen and forward calls.
- Back up of other [Customer Service Agents](#)
- Replace other positions when required as identified on the [Organizational chart](#)



As our chosen candidate:

- Must be fully bilingual, be comfortable with a computer and have a high school diploma. Experience with data entry and customer service or sales is an asset.

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.
- Flex time

About Aliments 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.

Send your resume to cv@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.

Summary:

Location: Pointe Claire, Quebec, close to Fairview shopping center; access to public transport
Industries: Manufacturing; Foodservice
Schedule: Full time permanent position, 35hrs/week, Monday to Friday