



## Job offer

Job: Customer Service Agent

Founded in 1985, Belley is one of the largest distributors specializing in just-in-time delivery of cardboard boxes in northeastern North America. We serve our Quebec customers from Sherbrooke, Montreal and Quebec also having a presence in Vermont, Arizona, Oregon, Ontario and British Columbia. From design to delivery, we manage all our customers' boxing needs by giving them access to exceptional and highly computerized service.

### **Place of employment:**

Province of Quebec

### **Role and responsibilities:**

The candidate to whom this position will be awarded must be a creative, independent and motivated individual with an exemplary work ethic and willing to take on a customer service-oriented role.

The main functions under the supervision of the VP Sales consist of:

- Order entry;
- Validation and allocation of inventory stocks;
- Follow-up and communication with internal departments and resolution of various issues;
- Ensure the accuracy, precision and integrity of the information necessary for the production, processing, sending and receiving of orders with a view to quality and respect of deadlines;
- Communicate and follow up throughout the order processing process with customers and internal stakeholders;
- Take charge of daily priorities and demonstrate a value-added approach to our customers

### **Requirements:**

Excellent command of English and French (speaking, reading and writing)

Listening and understanding

Proficiency in the Microsoft Office suite

Creative problem solving

Calm and diplomacy under pressure

### **Terms:**

Permanent position

Schedule of 40 hours per week

Group insurance program

If this opportunity interests you, we invite you to send your curriculum vitae and portfolio to [info@belley.net](mailto:info@belley.net)