



Customer Service Representative

Full Time: 8 hours/Day – Monday to Friday – Permanent, Full-Time

Work Location: Powell River, BC

Job Category: Administration/Customer Service

Area of Specialization: Office Administration

Wage Range: \$22.00 – \$28.00

Specific Job Training: To be Provided

Work Site Environment: Office Administration

Modern has been proudly supporting the building industry on the Sunshine Coast, Vancouver Island and the Lower Mainland and is the local source of quality windows, doors and building products since 1986. Our customers include DIY, residential and commercial builders.

In this full-time position, you will play a key role in supporting our front office and the day to day administration of the branch. Your role as a Customer Service Representative is to create a welcoming experience and represent Modern and our brand in a positive manner while ensuring the overall satisfaction and loyalty of all customers, suppliers and business partners. You will put your skills to work by providing exemplary customer and administrative service to support our business in the following ways:

Key Job Responsibilities:

- Deliver extraordinary customer service in person, over the phone, and via email.
- Act as the primary point of contact for customers, contractors, and suppliers.
- Responsible for retail sales transactions in front office and showroom.
- Provide daily administrative and operational support for both internal and external inquiries.
- Ensure reception, retail, and showroom area is kept clean, organized and stocked.
- Maintain inventory of various office supplies and equipment.
- Inventory management of retail items, stock windows, and other products.
- Support with data entry related to requests for quote, estimates, purchase orders, and managing customer data in enterprise resource planning and CRM systems.
- Support the Sales team by inputting and designing windows utilizing CAD software.
- Responsible for processing customer deposits/payments via point of sale terminal, cash management and preparation of bank deposits.
- Performs other job-related duties as assigned by Supervisor.

Required Education, Skills and Qualifications:

- Excellent customer service and interpersonal skills.

- Strong administrative and organizational skills with 1-2 years of experience in an office or administrative environment would be an asset.
- Advanced proficiency with MS Office including Word, Excel, and PowerPoint.
- Experience with VOIP telephone systems, and CRM software.
- Excellent organizational and time management skills with the ability to prioritize tasks and manage priorities while meeting deadlines.
- Excellent written and verbal communication skills.
- First Aid and WHIMIS certification an asset but will be provided.

Environmental & Physical/Mental Demands:

- Sustain a high level of professionalism at all times within a fast paced and spontaneous business environment.
- The physical demands of this job require the employee to have good coordination and be able to lift up to 15-20lbs (6-9kg).
- Must be committed to working safely and following all health and safety policies.

Total Pay Package: Competitive compensation and extended benefits plan including, health and dental available at 6 months.

Modern is an equal opportunity employer of all qualified individuals.

Please provide resume & references to: humanresources@modern.ca or mail to: 1-7045 Field Street Powell River, BC V8A 0A1; all resumes to the attention of Human Resources