



TURF CARE
Helping your business grow.



Bilingual Customer Service Representative

Build Your Career with Turf Care Products Canada Limited

Join the Turf Care team and become part of an award-winning organization where you can learn, grow, and build a rewarding career.

For over 50 years, Turf Care Products Canada has been a leading distributor of premium turf equipment, irrigation solutions, robotic technology, and service support to golf courses, municipalities, and landscape professionals across Canada. As a privately owned company, our success has been built on strong relationships, exceptional customer service, and the dedication of our team.

We are committed to supporting the growth and development of our employees while fostering a collaborative and engaging workplace culture. Turf Care is proud to have been recognized as one of Canada's Best Managed Companies for four consecutive years, achieving Gold Standard recognition. Learn more about us at www.turfcare.ca.

About the Opportunity

Turf Care Products Canada is seeking a highly motivated and customer-focused Customer Service & Parts Representative to join our growing team. This is a fully bilingual role requiring fluency in both French and English to support our customers.

In this role, you will be responsible for providing exceptional customer service, processing orders and inquiries, and supporting customers with product and parts information in a fast-paced environment. The ideal candidate is organized, professional, and thrives in a high-volume customer support setting.

What You'll Do

- Provide professional customer service and support to both French and English speaking customers
- Respond to product, pricing, program, and order inquiries accurately and efficiently
- Process quotes, orders, returns, and customer transactions within the ERP system
- Proactively communicate order status, availability, and shipping updates to customers
- Handle a high volume of inbound and outbound customer interactions while maintaining professionalism and accuracy
- Make outbound calls to support sales initiatives and strengthen customer relationships
- Research and provide technical product information using vendor websites, manuals, and schematic software
- Assist customers with navigating online tools, product resources, and manuals
- Work closely with internal departments including sales, service, shipping, and purchasing to ensure a positive customer experience
- Represent customer feedback professionally and contribute to continuous improvement initiatives



TURF CARE
Helping your business grow.



What You Bring

- Fully bilingual in French and English (spoken and written)
- Minimum 3 years of customer service, inside sales, parts, or related experience within a medium-sized business environment
- Strong communication, listening, and interpersonal skills
- Ability to multitask and remain organized in a fast-paced environment
- Professional, patient, and customer-focused approach
- Strong problem-solving and decision-making skills
- Proficiency with Microsoft Office, including Excel
- Experience working with ERP systems considered an asset
- Previous parts industry or mechanical experience considered an asset
- Post-secondary education in business, customer service, or a related field preferred

Why Join Turf Care Products?

- Competitive compensation package with a base salary, along with a company performance bonus.
- Comprehensive benefits package, including health and dental insurance, a Health Care Spending Account, RSP matching, and a Health and Wellness Reimbursement program.
- Ongoing training and professional development opportunities to enhance your skills and advance your career.
- A supportive and collaborative work environment where your contributions are valued and recognized.

Join Our Team

If you're passionate about delivering exceptional customer service, enjoy helping customers find solutions, and thrive in a fast-paced environment, we'd love to hear from you.

Apply today and become part of a team dedicated to helping our customers succeed.