

Bilingual Customer Service Representative

About Us

Join the Turf Care family and discover an engaging work culture, with an award-winning organization where you can learn and grow to your full potential.

Turf Care's foundation and success has been built on strong relationships and the talent, knowledge, and quality of our team. We are committed to the support and growth of our employees and fostering a culture that offers challenging, stimulating and rewarding opportunities.

For more than forty-five years, Turf Care Products Canada, a privately owned Company, has been a leading distributor of best-in-class equipment, irrigation products and service to golf courses, municipalities, and landscapers. Turf Care is proud to have been named one of **Canada's Best Managed Companies** in 2021, 2022 and again in 2023. For more information on who we are and what we do please visit our website: www.turfcare.ca

About the Opportunity

Turf Care Products, conveniently located in Newmarket, Ontario near the intersection of 404 and Davis Drive, is currently seeking a new member to join our expanding Customer Service Team.

We offer a competitive compensation package, including bonus earning opportunities, 100% employer paid health and dental premiums, along with many other Company provided benefits..

If you enjoy interacting with people and like to be part of an environment that provides continuous learning and growth this may be the opportunity for you.

Responsibilities include:

- Manage established customer relationships in a fast pace environment by providing accurate and reliable information on products, pricing & programs in a professional manner.
- Objectively listen to, understand, and represent customer feedback while acknowledging commitments made to customers, both internal and external.
- Proactively communicate order status to customers, working closely with internal supporting departments
- Handle multiple tasks in a high call/systems volume environment while maintaining composure and flexibility using organizational and analytical skills (average 70+ calls per day).
- Make outbound sales calls to promote and support sales, assess customers needs, while building a strong relationship.
- Process transactions (quotes, orders, returns) and various inquiries using a real-time order ship and bill system while on the phone with customer.
- Provide reliable information to customers on order, products, company using a variety of available resources including vendors' website, schematic software programs & technical manuals.

- Assist/train customers on how to use technology available to research product and manuals.
- Available to work from the office during regular business hours Monday-Friday.

Skills

- Ability to communicate (verbally and in writing) effectively and professionally with all levels of internal and external business contacts
- Listening skills
- Creative thinking, decision making and problem-solving skills.
- Confidence, patience, politeness, tact and diplomacy
- An ability to work well under pressure
- A commitment to improve your own customer service skills

Qualifications

- Minimum 3 years related experience with a medium sized company
- Bilingual (French/English)
- Post-Secondary Education (1-2 years, diploma not required)
- Microsoft Excel and Office proficiency required
- Previous parts experience would be an asset
- Mechanical experience preferred but not required
- Experience working with an ERP system preferred

Turf Care Products Canada Limited is committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, Turf Care Products Canada Limited will make accommodations available to applicants with disabilities upon request during the recruitment process.