



**Restaurant
Supply Ltd.**

Customer Service Specialist
s.t.o.p. Restaurant Supply
Kitchener, Ontario

ABOUT US: s.t.o.p. Restaurant Supply has been servicing the restaurant industry for over 20 years. s.t.o.p. Restaurant Supply distributes and supplies smallwares and equipment to restaurants, hotels, and institutions, as well as the general public through our showroom locations. We offer outstanding service to our customers by fostering an inclusive team spirit and treating our employees like family. www.shopatstop.com

WHAT WE OFFER:

- Training wage, plus unlimited earning potential through commissions
- Profit Sharing
- Company contributions to RRSP
- Opportunities to grow with us

THE ROLE:

Do you have a positive attitude and a drive to provide the best possible service to clients? In a highly competitive industry, we are looking for a Customer Service Specialist that will respond quickly and effectively to our constantly changing customer needs. As a Customer Service Specialist you will provide polished, quality service to our growing number of multi-unit customers. You will be accountable for the daily administration of key accounts, as well as communicating effectively with a range of internal and external customers.

- Interact directly with customers in a variety of ways to provide prompt service
- Process information in response to inquiries, concerns and requests about products and services
- Manage and resolve customer complaints; escalate unresolved issues
- Obtain and evaluate all relevant information to handle product and service inquiries
- Organize workflow to meet customer timeframes
- Perform administrative functions such as setting up new customer accounts, processing orders as well as providing quotes and information
- Keep records of customer interactions, transactions, inquiries, comments, and complaints
- Communicate and coordinate with internal departments
- Provide feedback on the efficiency of the customer service process

QUALIFICATIONS:

- Team player with a positive attitude and the ability to adapt to change
- Strong communication skills, both written and verbal
- Accuracy and attention to detail
- Customer service focus
- Strong decision making abilities
- Problem solving skills
- Proven ability to work in a fast-paced environment
- Ability to prioritize and flex based on quickly changing priorities

HOW TO APPLY :

Respond to this ad with a resume and cover letter.
OR Mail/In Person to 206 Centennial Crt,
Kitchener, ON N2B 3X2

We are an equal opportunity employer providing competitive wages and benefits.