

Customer Service Representative Edmonton, Alberta

Founded in Edmonton in 1990, Hi-Tech Seals is a leading Canadian seal distribution company, with a longstanding commitment to customer service. The company's technical sales staff works closely with customers to find the best solution for sealing needs. We provide a complete line of sealing products, along with molded rubber, cast urethane, gaskets, plastics, ceramics, and tungsten carbide parts as well as custom machining to meet our customer's needs. In over 25 years Hi-Tech Seals has grown to six locations across Canada and one location in Texas providing products that perform beyond the customer's expectations.

At Hi-Tech Seals our people are a key competitive advantage. With over fifty in-house training courses we are committed to supporting our employees in their professional development. In addition, Hi-Tech Seals encourages external training programs to achieve certifications, diplomas, and degrees.

Primary Responsibilities:

Customer Service

- Provides pricing, availability, and schedule information within established guidelines
- Entering and tracking orders
- Utilize available resources to identify appropriate solutions for customers
- Ensure customer satisfaction through effective call resolution
- Suggests alternative products or services to meet customer needs
- Uploading of invoices to customer portals as required
- Monitoring the sales process from quote through to delivery, providing customer with up-to-date status reports on ETA of goods
- Understand territory goals and have a knowledge of all or most contacts for territory.
- Collaborate with Office Manager and outside sales staff regarding new account development, goal setting, troubleshooting concerns/problems.
- Collaborate with QC for new product drawings
- Acting as a liaison between customer, sales, and purchasing regarding new, current and future requirements.

Administrative

- Purchase Order Management
- Produce accurate and complete orders/invoices
- Managing/updating all orders entered (updating deliveries, late deliveries, delivery change requests, expediting ETS)
- Develop RGA for customers to return goods and identify used parts from replacement of customer parts
- Sizing up all kits and entering customer part numbers/cross reference lists
- Enter updated account information on prospects and current customers and communication of customer activity with outside sales staff utilizing ACT
- Initiate and enter RGA and NDCR.
- Sales report generation for customer or outside sales staff





Sourcing

- Source out specialty items not in stock for customers on a needs basis
- Identify new product, material, application, dimensions etc.

Qualifications and Skills:

- 3-5 years of customer service, industry related experience would be an asset
- Customer Focus – Ability to operate with the customer’s best interest in mind
- Demonstrated ability to establish and maintain effective relationships with customers
- Excellent interpersonal and communication skills
- Industry related product knowledge
- Analytical and decision-making skills
- Computer skills, to include; email activity, navigating the internet, MS Office applications, ERP, and CRM systems
- Strong organization skills
- Post secondary diploma or degree is preferred
- CET designation if an asset

Join a company that excels in developing and empowering employees to reach their potential.

Interested applicants should submit their application to:

Brian Benkendorf, Customer Service Manager

email: hr@hitechseals.com

Visit our website at www.hitechseals.com

