

DEPARTMENT: Telephone Sales and Customer Service Representative for Great Lengths Canada

POSITION OVERVIEW

First Lady Canada is looking to hire a Inside Sales and Customer Service Representative to join Great Lengths Canada. This is a Full Time opportunity with one of Canada's premiere salon fashion companies, with offices in Mississauga.

RESPONSIBILITIES:

- Telephone contact with salons to develop relationships and attract new licensed stylists for training and certification
- Provide excellent customer service support for current customer base
- Process orders from customers
- Handle customer queries and complaints
- Manage customer backorders
- Work with the team to manage inventory
- Support Education Program organizing and assisting with seminars (seminars normally run Sunday/Monday so there is some weekend work required – however, this is a shared responsibility, so it's not significant and time is reimbursed through banked hours)
- Some travel may be required

Must Have:

- Excellent verbal and written communication skills
- Ability to work with computer inventory, order processing and invoicing system
- Ability to work effectively as part of a team
- Attention to detail is a high priority in this position
- Motivated, self-starter, shows initiative
- A minimum of 3 years office experience, preferably in a customer service role/telephone sales
- Experience in the beauty or hair industry an asset
- Knowledge of French would be an asset

Education:

- A college degree in a business course would be considered an asset.

REQUIREMENTS:

- Successful applicant must be a Canadian citizen or possess landed immigrant status and be willing to work at First Lady Offices in Mississauga, Canada.
- Submit your cover letter and resume to jobs@firstladyproducts.com

We would like to convey our sincere thanks to all those who express interest in being a part of the First Lady team. Unfortunately, due to the volume of applications we receive we may be unable to reply to all applicants. Please feel free to submit updated work in the future as your skill sets may be a better fit for upcoming projects. If we feel that you may be a good match for one of our current openings you will be contacted.