



Job Description of Work Functions

Position: Customer Service Agent

- **About the position**

- At Buffa Distribution, we are the Bowling Experts. We are looking to find an energetic and driven person to add to our Customer Service team. This department has allowed us to rise as the premier supplier in Canada. Our goal is to make the client's call to us the highlight of his day, through professional service, just information and a simple good and entertaining conversation over the phone. We are in search of someone who can handle troubled calls, find the proper resources and work well in a team environment. We hope you find a place in our great company.
- Work at Montreal office, typical 8:30-17:00 shift.

- **Target Objectives**

- Offer a customer service which is in line with the values of Buffa Distribution
- Transfer technical calls to the appropriate technician
- Order entry
- Tread daily incoming calls/emails/inquiries with sense of urgency
- Communicate with clients
- Become the client's day-to-day liaison for all their needs
- Assist outside sales representatives with in-house tasks
- Understanding of the current programs and promotions
- Direct clients to the various resources available to them
- Conduct cold-call survey calls for feedback and CRM purposes

- **Qualifications**

- Strong people skill. Patient, well versed
- Prior knowledge about bowling products and the industry
- Software knowledge:
 - MS Office suite (Excel formulas and macros, import/export)
 - Sage 300, XM Symphony
- Ability to work in a high-pressure/troubled situation
- Ability to ask the right questions
- Spoken and written English and French

Buffa Distribution

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