



Bilingual Customer Service Representative, Mississauga, ON

**Are you a recent grad seeking to build a career in a progressive fortune organization?
Are you interested in working on printed products for major brand names?
Do you have a flair for Customer Service and fluent in French?
.....then we need to hear from you!**

POSITION SUMMARY:

The Bilingual Customer Service Representative is responsible for working closely with Customer, Sales and Plant personnel to ensure customer's needs are met by understanding the groups business needs, applying administrative abilities and computer skills and working diligently to assist in completing the sales cycle.

DUTIES AND RESPONSIBILITIES:

- Assist Customers with inquiries, questions and concerns
- Fulfill customer inventoried items order requests through order entry, expediting and following up on orders, releases and other customer requirements
- Update customer's database as information is provided
- Provide shipment tracking for programs and individual shipment requests
- Manage back order reporting
- Initiate rerun orders
- Manage min/max inventory levels
- Track jobs through Production to maintain deadlines
- Proactively manage/investigate any shipment returns
- Assist with monthly invoicing
- Assist with inventory destructions as required
- Daily system file uploading responsibilities
- Keep docket information complete, accurate and current
- Meet and exceed customer expectations
- Adhere to Company policies and procedures
- Other duties as required

KNOWLEDGE AND SKILLS REQUIREMENTS:

- Some experience in similar role
- High School Diploma required
- Proficient in Microsoft Office, specifically Excel
- Some knowledge of SAP
- Excellent customer service skills
- Superior attention to detail
- Organized and self motivated
- Proven decision-making
- Excellent interpersonal skills
- Must be able to multitask and prioritize workflow
- Proven ability to work under time constraints & deadlines

To Apply:

Please email your resume to Victoria.Homevoh@rrd.com

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