

Customer Service Representative E-Commerce:

Canada Computers is currently seeking a Customer Service Representative primarily responsible for supporting our e-commerce customers. As the CSR for our On-line Sales support you will have the drive and energy to effectively and efficiently handle all on-line customer inquiries. Specifically, **YOU WILL BE ACCOUNTABLE FOR:**

- Generating high satisfaction among customers through exemplary customer service and by meeting customer's expectations of knowledge, empathy and professionalism.
- Responding to all e-Mail, telephone or walk-in inquiries promptly and professionally.
- Encouraging the purchase of similar products when customer product is out of stock.
- Promptly informing accounting of any customer returns and refunds of on-line purchases.
- Accurately updating and maintaining customer CC database as a result of conversation.
- Continually increasing knowledge of products, services, promotions, events to better serve e-commerce customers.
- Referring higher-level customer service issues, questions or problems to the appropriate support personnel and recommending methods from improving processed to better serve our customers.

YOU WILL POSSESS THE FOLLOWING COMPETENCIES & EXPERIENCE

- Passionate about customer service and electronics.
- Proven previous Customer Service experience and/ or sales; In IT field will be an asset.
- Excellent communication skills (verbal & written).
- High energy and a proven ability to solve problems.
- Excellent problem solving skill.
- Must be able to make decision under pressure.
- Strong MS office skills and experience working with customer databases.

INTERESTED & QUALIFIED APPLICANTS SHOULD SEND THEIR RESUME & COVER LETTER TO hr@canadacomputers.com referencing "CSR E-Commerce" in subject line of e-mail.

Applicants are also encouraged to visit our website www.canadacomputers.com and complete an application form and submit it along with resume and covering letter. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Company Profile:

Canada Computers was established in 1991 with our first retail store in Kingston Ontario. Today our corporate headquarters is in Markham Ontario. We have recently opened our 11th retail store in Vaughan and we will be opening 1 more stores soon. At Canada Computers we pride ourselves on being the friendly neighborhood computer store by offering friendly and knowledgeable customer service with unbelievable prices on the latest and greatest computer parts, accessories & electronics. Our company is expanding exponentially by opening new stores with more square footage as well as expanding and enhancing our on-line shopping experience. For more information please visit www.canadacomputers.com