



PROFILE OF INNOVATION

Job Description:

Title: Product Support Customer Service Representative

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Position Description:

Reporting to the Customer Service Supervisor, the Product Support Customer Service Representative is part of a team delivering a first class, professional customer service, using a range of communication methods, to ensure that customer enquiries are resolved at the first point of contact.

Primary Responsibilities:

- Respond to customer service calls, analyze, diagnose, and resolve any problems or concerns.
- Provide product support and expertise to inquiring Schluter customers (installation, information on the various products, etc.)
- Be up to date on the latest Schluter product knowledge and developments.
- Collaborate with other internal departments to ensure the resolution of problems (quality, sales, shipping, etc.)
- Prepare and log the documentation necessary for follow-ups on service calls.
- Send clients any required documentation (instruction guides, technical drawings etc.)
- Participate in developing standard resolution procedures.

Profile

- High School Diploma required
- Minimum 3 to 5 years experience in a related position
- Bilingual (oral and written) is a must

Qualifications and competencies

- Skilled communicator and customer focused
- Autonomous and willing to take initiative
- Strong emotional intelligence and professionalism
- Ability to negotiate and influence
- Analytical and attentive to detail
- Handy individual





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About Schluter Systems Canada

Schluter®-Systems is a family-owned and internationally renowned company that has been rapidly growing over the last 10 years. The Schluter brand is backed by a team of people working together to create a line of innovative products that provide solutions to the tile industry. We're looking to build our team with individuals who like to think BIG, and want to be part of what makes our products--extraordinary. We are a company that treats its employees, suppliers, and customers as long-term partners. Where success is built on a win-win philosophy and everyone should benefit.

"Profit is not the goal of the business. Profit is the consequence of a job well done"..... Werner Schluter, Founder

Are you interested in a truly unique and special company? Hear from our employees on what it means to be part of the Schluter family: <http://www.schluter.com/careers> . Then if you're ready to see life in Orange, talk to us about this career opportunity at Schluter®-Systems.

