



## **Job Description: Customer Service Representative**

Cougar Shoes Inc. is currently seeking an organized professional to fill the Customer Service Representative position in our dynamic and fast-paced Customer Service department.

This position works alongside team members and reports to a Customer Service Manager.

A Cougar Customer Service Representative (CSR) is a direct support role and will act as a liaison with internal and external customers. The CSR will process and prepare the shipping of customer orders, provide product information and support to Sales, and proactively and satisfactorily resolve problems that our customers might face.

The Customer Service Team is at the hub of Cougar Shoes and assists other departments when needed.

### **The major responsibilities include but are not limited to:**

- Answer customer and Cougar employee's calls/emails promptly and assist with inquiries (within a telephone queue setting).
- Learn the product lines, product features, and software systems used by the company to communicate effectively and professionally.
- Work with team members when necessary to resolve customer complaints.
- Detailed order/data entry including entering live orders while on the phone with customers.
- Shipment preparation.
- Processing invoices.
- Processing customer returns and credit notes.
- Working within customer's online portals and updating them as required.
- Updating information on the NuOrder platform as required.

This position is constantly evolving and as Cougar products are seasonal, the training on some tasks can take time, however all necessary tools and training will be provided by the Customer Service Manager. Cougar also offers in-office training workshops to learn new tasks or updates and refreshers on current tasks either individually or as a team.

### **Qualifications**

- 2+ years' experience in a Customer Service role.
- Ability to work both independently and within a team environment.
- Proficient in Adobe, Excel, Word and Outlook.
- Excellent communication, problem-solving and organizational skills.
- Ability to multi-task and work within tight deadlines.
- Adaptability and flexibility are key to success in this role.
- Bilingual French/English an asset.

### **Evaluation of the duties will be based on the following:**

- Ability to anticipate upcoming work/orders and the ability to prioritize especially as this relates to all aspects of orders.  
"Working smart to prevent fires rather than working stressfully to put them out."
- Ability to independently follow-up and follow through on assignments to their satisfactory completion.



- Routine and timely communication with Customer Service Manager and advising if daily workload expectations, especially as they relate to all aspects of orders, cannot be met.
- Ability to address customer issues and inquiries in a prompt, professional manner that builds a strong satisfied customer base and brand and company loyalty.
- Ability to build a strong rapport with company's Sales Reps., address their issues and inquiries and contribute to building a strong, motivated sales force.
- Knowledge and competence in the use of computer programs utilized by the company.
- Polite and professional telephone manner.

All interested candidates, please email your CV and cover letter directly to: [HR@cougarshoes.com](mailto:HR@cougarshoes.com). Thank you for your interest in Cougar Shoes, all applications will be reviewed and only those selected for an interview will be contacted.