

BN3TH HEADQUARTERS

202-980 West 1st Street
North Vancouver, BC
V7P 3N4

BN3TH

CUSTOMER SERVICE REPRESENTATIVE – MATERNITY LEAVE *responsibilities & expectations*

[BN3TH](#), headquartered in North Vancouver, BC, is a fast-paced, inventive, and exhilarating place to work. As a game-changing men's underwear brand, we are expanding our markets and need versatile, hardworking people to aid in our development. This position will expose you to all facets of the business, allowing you to genuinely understand how we operate and advance in the industry. The BN3TH office is an entertaining environment that strives to ensure its employees have the tools to succeed, while maintaining the core values of innovation, adventure and fun. We are looking for a one-year contract for a Customer Service Representative. Working closely with the head office team, the CSR will process and manage assigned customer orders, respond to inquiries, and communicate with 3PL to ensure all orders are shipped in a timely manner.

Job Responsibilities

- Sales rep coordination and support
- Wholesale order entry and management
- Develop, utilize, and improve product knowledge and company policies
- Proactively communicate with internal and external customers via phone and email
- Maintain and improve systems and policies such as the customer returns and exchanges program
- Web order maintenance
- Ad-hoc duties - as a young company, there are always other tasks and projects going on that can always use a hand

Qualifications and skills

- Experience and/or education in the customer service industry (minimum 2 years)
- Logistical background preferred
- Understanding of Zendesk (or comparable CS software), Repspark (or comparable B2B tool), and Full Circle (or comparable ERP tool) an asset
- Microsoft Excel savvy
- Naturally adapts to new technologies and systems
- Strong problem-solving and analytical skills that shine in a fast-paced environment
- Ability to work quickly and accurately with strong attention to detail and little supervision
- Comfortable asking questions to further knowledge and development
- Positive and professional attitude with a great sense of humour
- Proficient in written and spoken English

Compensation:

Negotiable based on experience + competitive benefits package available.

If this sounds like a good fit for you, email your resume and cover letter to: careers@bn3th.com
No phone calls please!

While we thank all those who apply for their time, only those who are short-listed will be contacted due to the high volume of resumes received – thank you for your interest!