



Customer Service Representative (Supplies)

Burnaby, BC

Florists Supply is the premier Western Canadian floral wholesaler and importer based in Winnipeg, with additional locations in Saskatoon, Edmonton, Calgary, and Vancouver. As a premium facilitator of fresh flowers, Florists Supply is a family of employees that knows our customers and makes a difference by delivering beyond expectations. Florists Supply provides a variety of high quality, ethically sourced products to florists, independent and mass market retailers.

We are searching for an energetic, full-time/part-time Customer Service Representative to join our Supplies Team in our Burnaby Branch. This individual is highly focused on sales generation of our supply products, while ensuring exceptional customer satisfaction with an accurate return/exchange/purchase process.

Responsibilities and Duties

- Process all customer purchases, returned product, and exchanges
- Answer inbound customer calls and e-mails; offer product sales opportunities to customers
- Assist customers that come into our branch to shop and pick their product
- Investigate and resolve customer complaints and enquiries
- Stay on top of industry and floral design trends
- Complete other tasks and projects as assigned

Qualifications and Skills

- Customer service experience.
- Strong interpersonal, organizational, and problem-solving skills.
- Superior verbal and written communication skills.
- Ability to stay calm under pressure, work independently, take initiative, and collaborate with a team.
- Enthusiastic and goal-driven with exceptional ability to multi-task.



- Ability to lift up to 30 lbs.
- Proficient in the Microsoft Office Suite (Excel, Word), and embraces new technology.
- Knowledge of SAGE 300 (ACCPAC), and CRM experience are assets.
- Experience in the floral industry an asset.

Benefits of Working for Florists Supply

- A family-like environment where you can bring your own ideas to the table
- Competitive compensation plan
- Deferred Profit Sharing Plan
- Extended Health/Dental Plan
- Professional development support
- Product discounts (that includes fresh flowers)
- All employees are entitled to a good work-life balance

To apply, please send your cover letter and resume to Sean Stock, Branch Manager at sstock@floristssupply.com "Warehouse Associate" on the subject line. You can also apply online at floristssupply.com.

We thank all applicants for their interest but only those selected for interviews will be contacted.