

Customer Service Representative (Supplies)

Winnipeg, MB

Florists Supply is a family of employees that truly knows our customers and makes a difference by delivering beyond expectations. We import a wide array of fresh flowers and floral supplies from around the world to serve businesses throughout Canada. Florists Supply was founded in Winnipeg in 1935, with additional locations in Saskatoon, Edmonton, Vancouver, and Calgary. Learn more on floristssupply.com

We are searching for an energetic, full-time Customer Service Representative to join our Supplies Team in our Winnipeg 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

- A family-like environment where you can bring your own ideas to the table
- Competitive compensation plan, deferred profit sharing plan, and extended health/dental plan
- Professional development support
- Product discounts
- All employees are entitled to a good work-life balance

To apply, please send your cover letter and resume to Esther Ammeter, Winnipeg Branch Manager, at eammeter@floristssupply.com “CSR - Supplies” on the subject line .

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