



## **Position: Customer Service Representative**

Genuine Guide Gear Inc. ([www.genuineguidegear.com](http://www.genuineguidegear.com)) manufactures backcountry ski equipment and related products. Founded in 1996, G3 is now available in more than 20 countries and is widely known within the industry as an award winning and innovative design company. G3 continues to experience strong growth and needs talented Customer Service Representatives to help us serve our growing DTC and wholesale business.

G3's Purpose is to amplify our customers' exhilarating outdoor experiences. We do this through innovation and integrity and this reflects our deepest intentions. We reinforce these values with each other and our partners as they permeate everything we do. We treasure and thrive in a non-ego driven and work-life balanced environment and embody 'Above the Line' behavior at all times. If our values resonate with you, please consider this position.

Based in Burnaby, the Customer Service Representative provides a positive, direct and realtime interface for customer activities including first line response to customer needs, product inquiries, and order processing. The Customer Service Agent will be focused on our end consumer market as well as assisting our Dealer Services with the wholesale business inquiries within Canada and the United States.

### **Your responsibilities include:**

- Dealer Services including:
  - Preseason order management
  - In season ASAP order processing
  - Dealer warranties, returns and credit processing
  - Taking dealer payment information on due invoices
  - Account maintenance – ERP
- DTC Customer Service including
  - Answering consumer enquiries – be a product expert
  - Ensuring order accuracy including address, product skus and payment on
  - After sales service including product care and warranty support
  - Processing customer returns
- General
  - Support other departments as needed
  - Support in-season sales initiatives (tent sales, on mountain demo, etc)
  - Additional duties as required

**Your qualifications include:**

- Minimum 2 – 3 years experience customer service experience or inside sales experience
- Excellent communications skills, comfortable communicating using phone, live chat and email
- Previous experience using an ERP system
- High attention to detail with accurate data entry skills
- Comfort in a high-volume, fast paced environment

Most importantly we're looking for motivated individuals with a passion for the outdoors and with the tenacity to see challenges as opportunities and the drive to work as a team to achieve desired results.

**To apply**, please forward a cover letter and resume to [hr@genuineguidegear.com](mailto:hr@genuineguidegear.com). Applications must quote Customer Service Representative in subject line. We thank everyone for applying; however we will contact only those considered for an interview