



**Position: Customer Service Representative (Seasonal)**

**Company:** G3 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 innovative design company. G3 continues to experience strong growth and we are in need of talented customer service representatives to help achieve our customer service performance targets.

G3's Purpose is to amplify our customers' exhilarating outdoor experiences. Innovation and integrity reflect our deepest intention. 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' behaviour. If our values resonate with you, we should talk.

Based in Burnaby, the Customer Service Representative provides a positive, direct and real-time 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 qualifications include:**

- Comfort within a high-volume, fast-paced environment
- A positive attitude across all levels of activity
- Very good communication skills with the ability to listen and provide clear and concise customer responses.
- Basic MS Office experience including Outlook, Excel, Word
- Detail oriented with accurate data and order entry skills
- Previous customer service or retail experience in the outdoors equipment industry or related field an asset
- Experience in the use of ERP systems is also an asset but not required

**More importantly, you have the following personal characteristics:**

- Passion for the outdoors
- A desire to succeed and tenacity to work through any challenges

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