



Position: Dealer and Customer Service Representative

Company: G3 Genuine Guide Gear Inc. (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 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 Dealer and Customer Service Representative provides a positive, direct and real-time interface for all North American and international B2B customer activities. You will be responsible for order processing and fulfillment in your assigned territories. This begins from the moment an order comes in through to a potential return process. You will also be tasked with assisting other departments including marketing, finance, sales and logistics.

Your qualifications include:

- At least one year in customer service or retail in the outdoors equipment industry or related field
- Comfort within a high-volume, fast-paced environment
- Proficient use of MS Office programs including Outlook, Excel, Word
- Professional communication skills with the ability to listen and provide clear and concise customer responses.
- Ability to maintain a positive attitude across all levels of activity.
- Excellent organization skills and management of multiple channels of information
- Attention to detail and accuracy in data validation and ERP transactions
- Experience and ability to identify, propose and implement process improvements
- User of backcountry ski equipment is a strong asset

More importantly, you have the following personal characteristics:

- Passion for the outdoors
- A passion to succeed and tenacity to work through any challenges
- A balance between creating a big picture vision and being hands-on to execute the details of that vision
- Confidence to stand up for your beliefs but also accept different opinions

To apply, please forward a cover letter and resume to 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.