



Position: Customer Service Representative – Warranty (Seasonal)

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 a talented customer serviceservice representative 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 - Warranty provides a positive, direct and real-time interface for customer activities including first line response to customer needs primarily focused on warranty and returns processing. Other tasks will include order entry, and all forms of customer inquiries.

Your qualifications include:

- Comfort within a high-volume, fast-paced environment
- A positive attitude across all levels of activity
- Professional 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. Applications must quote CSR-RF in subject line. We thank everyone for applying; however we will contact only those considered for an interview.