

KEILHAUER

Customer Service Coordinator

\$43,000 to \$47,000 annually + company provided benefits

Who is Keilhauer?

Founded in 1981, Keilhauer is a privately owned, design focused contract furniture manufacturer. Keilhauer manufactures seating and tables for all the different ways that people work. Keilhauer products are thoughtfully made to support communications and engagement in spaces such as meeting rooms, offices, collaboration areas, lobbies and lunchrooms. Working with world-renowned furniture designers, Keilhauer is internationally recognized for award-winning design, built with extreme craftsmanship, to the highest environmental standards.

SUMMARY

The Customer Service Coordinator provide exceptional, professional and responsive customer service through communication with customers, dealers and sales representatives via email and telephone. Working under the direction of the Customer Service Supervisor, this role works as part of a team that is technically knowledgeable of the company's products and services and utilizes that knowledge to manage customer accounts, nurture internal and external customer relationships and respond to inquiries in an enthusiastic and timely manner.

Our customers are our priority. In this role, you will build sustainable relationships of trust through open and interactive communication with your assigned customer base. Working as a liaison, you will work closely with the Operations, Engineering, Quality, Purchasing and Sales departments to provide solutions that fulfill our customers' expectations of delivering quality product on time.

The position is best suited to an organized customer service professional with excellent communication and interpersonal skills who enjoys working in a quiet environment. Responding to our customers' needs in a timely manner allows Keilhauer to focus on its goal of nurturing loyal fans.

PRIMARY RESPONSIBILITIES

1. Customer Service

- Responds professionally and courteously to all emails and calls regarding list pricing, ship dates, product information, product inquiries, lead-times, and tracking of shipments within a 24-hour guideline;
- Ensures customer satisfaction by following up on specific details of all orders within assigned territory, including management of ship date expectations and communication of all ship dates via order confirmation;
- Troubleshoots customer problems to generate creative solutions to ensure customer satisfaction;
- Acts as back-up for assigned team members' territories during absences and leaves.

2. Product Knowledge

- Responsible for, and has knowledge of, all accounts and account details within assigned territory, including contracts and standards programs;
- Responsible for and knowledgeable of MSQ's, SQ's and all CAL-133 related information to service customers and representatives;
- Provides information on product inquiries, including new products.

3. Account Administration

- Responsible for updating orders in Syteline, as requested, and emailing the appropriate department or internal staff members of any changes;
- Generates and follows through with specific reports on a weekly basis, pertaining to orders with custom wood samples, Customers Own Material/Leather (COM/COL), to ensure that items are received in a timely manner to meet required ship dates;
- Prepares and emails letters pertaining to issues, such as rejected fabrics or leathers, etc.

QUALIFICATIONS

- 3 years of customer service experience within a fast-paced manufacturing environment;
- A high school diploma and/or a certificate from college and/or specialized courses (clerical, customer service, etc.);
- Proficient in Microsoft Word, Outlook and other technical programs; advanced skill level in Excel is required; previous experience using SyteLine or similar ERP is an asset;

ESSENTIAL PHYSICAL AND INTELLECTUAL REQUIREMENTS

- **Communication:** Must be able to interact professionally, communicate effectively and exchange information accurately with all internal and external customers through email, phone communications and face-to-face contact; employee is frequently required to talk or hear; must have strong interpersonal skills and superior written and verbal communications.
- **Mobility:** Must be able to sit/stand at a computer terminal for extended periods of time; may be required to go to various locations throughout the organization; some reaching for items above and below desk level; some reaching, bending, squatting and stooping to access files.
- **Manual Dexterity & Coordination:** Must have the strength, dexterity and coordination to regularly use hands and fingers to operate a computer keyboard and phone; dexterity and coordination to handle files, occasional lifting up to 10 lbs.
- **Vision:** Specific vision abilities required by this job include close vision, colour vision and depth perception;
- **Cognitive Ability:** Must have excellent interpersonal and organizational skills; must prioritize effectively to complete assignments, even under pressure; must be accurate and detail oriented; must use common sense and be able to carry out detailed written and/or oral instructions; must be able to act responsibly, discreetly and ethically while maintaining confidentiality.

WORKING CONDITIONS

This role is performed primarily in an office environment which is typically quiet. Most of your duties will be fulfilled with the use of a computer and office equipment, with communications taking place by phone, email or in person. Some functions of your role will be conducted in the manufacturing facility, where you may be exposed to dust particulates and noise.

- This position requires frequent, dynamic interaction through face-to-face contact, email and phone communications;
- Must be able to multi-task and handle frequent interruptions to planned work activities;
- Must maintain a sense of urgency under tight deadlines;
- Must be able to respond and adapt quickly in a dynamic and changing environment;
- Willing to participate in seminars, training and/or thought leadership relevant to the position or industry;
- Must be able to handle the stress of dealing with customer issues in a professional manner.

Keilhauer is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive, respectful environment for all employees. Keilhauer is committed to providing accommodations for people with disabilities where possible.

If this is you, send your resume to careers@keilhauer.com or by fax to (416) 759-5723 and tell us how you would be a great fit.

1450 Birchmount Road, Toronto ON Canada M1P2E3

We thank you for your interest, and advise that only those selected for further consideration will be contacted.