

Customer Service Representative - Copy & Print

Function: Customer Service/Contact Centers

Location: Halifax Contact Centre, Lower Sackville, NS CA

Type: Full-time

Permanent / Contract: Regular

Job number: 1050743

Responsibilities:

- Acts as the first line of customer support related to post-sale inquiries and product/sales support for Custom Printed products. (such as business cards, banners, posters, Holiday cards, calendars)
- Provides resolutions by leveraging systems that Staples Business Delivery uses (i.e. AS400) or by reaching out to a variety of different vendors (inclusive of 'PNI, DCS, DFS, Taylor, Bic, Baudville').
- Acts as a liaison between the customer and the vendor to resolve customer queries like: delivery timeframes, making amendments to the order, assisting with website navigation/login, etc.
- Maintains documents of common reasons of resolution needs for all vendors used and high volume trends, in an effort to drive process improvement and improve service level expectations with associated vendors.
- Work all duties assigned and have the flexibility to adapt to changes as new accounts or duties are added to workloads as part of our growth.
- When resolution can be provided within a reasonable expectation, assists customer immediately upon receipt of the first contact, via email, phone call, or chat.
- Assess inquiries and customer service questions to determine whether there is a further sales opportunity related to Custom Print. Forward appropriate opportunity to Team Manager for assignment to outbound sales team.
- Actively participates in Custom Print and Business Discount Program team meetings.
- In the event the resolution will be delayed for the customer (more than 1-2 minutes), conducts follow-up outbound calls for resolution.
- Shares insights learned from the customer interactions with team members as appropriate.
- Participates, as appropriate, in Marketing/Merchandising meetings with the Strategic Initiative team in an effort to further drive the business contribution related to Custom Print/Copy & Print.
- Shares Best Practices with Team Members and Management daily in group chat platform.

Requirements:

- Must have a minimum of 2 year of customer service experience in a high volume environment (preferably in call/contact center)
- Excellent written and verbal communication skills.
- Candidate must not currently be on a PIP, or have been given any warnings within the last 6 months and have an excellent attendance record.
- COM Order Management System Required. (billing system) / Kana (email contact) experience is a plus.
- Previous Print Shop/ Retail Copy Center experience is beneficial.

Staples is committed to providing accommodation to people with disabilities throughout the job application and interview process to the point of undue hardship. If you require an accommodation during the application or interview process, please contact a Customer Care Representative at 1-866-782-7537

Please apply online at:

<https://careers.staples.com/ShowJob/Id/229502/Customer-Service-Representative-Copy-Print/>