



CUSTOMER SERVICE REPRESENTATIVE

Are you looking for an opportunity to utilize your skills in a growing company, while developing competencies and experience that will help take your career to the next level?

Do you have experience in the landscaping and irrigation industry, a genuine passion to help customers, and thrive working in a positive team environment?

Join the ProSource team and help us to provide exceptional experiences for our customers.

ProSource is British Columbia's largest independently owned irrigation and landscape supply company, providing a wide range of irrigation, pump, pond, lighting, and landscape products to contractors and homeowners. With multiple locations in Kelowna and Vancouver, ProSource is dedicated to providing our customers with unforgettable experiences and the highest quality of professional products.

ProSource Supply is seeking a Customer Service Representative with experience in the irrigation industry to join our Kelowna team. This position ensures a positive and successful buying experience and builds long term relationships with commercial contractors.

If you are someone who prides themselves on excellence, enjoys working hard, and consistently challenges themselves to improve, we want to hear from you!

The primary responsibilities of this role are:

- Counter Sales of our Contractor Irrigation, Landscape Lighting, and other Landscape parts
- Provide an outstanding experience for our contractors and retail customers
- Accurately receive and enter orders into our Point of Sales software
- Fulfill customer orders in a timely manner by pulling parts from warehouse shelves
- Proactively communicate with customers via phone and email
- Assist with shipping / receiving when required
- Plan shipping of product to customers, contractors, and builders
- Become a source of knowledge; understand the products we sell and be able to confidently provide solutions
- Participate in our ProSource University training sessions
- Develop, build & maintain relationships with contractors and support team
- Be organized and proactive on important priorities
- Be a culture champion and emulate ProSource values

Requirements:

- In field experience of 3 years
- Strong leadership and communication skills
- Outstanding team player
- Self-motivated, able to work independently with tight deadlines and capable of managing numerous priorities at one time
- Inquisitive and independent learner, with a strong sense of initiative and concern for the customer
- Dedicated to meeting or exceeding expectations without being asked

- Able to navigate through difficult situations with minimal negative consequences on relationships
- Detail oriented, organized with excellent analytical and problem solving skills
- Excellent listening, observing, and questioning skills
- 2 years' experience in a similar retail and / or wholesale environment
- Ability to work with Outlook, Excel, Word and Point of Sales Software
- Ability to communicate proficiently in the English language
- Preference for:
 - IIIABC certification (or equivalent) CIT or CID
 - Knowledge of agriculture irrigation products and design
 - Ability to use and produce cad drawings

For the successful candidate we offer:

- Long term employment with numerous opportunities for advancement
- Competitive compensation with annual reviews / increases
- Continuous professional development through our ProSource University training programs
- Extended medical and dental benefits
- Opportunity to work with a profitable and growing BC owned company that is committed to growth and great experiences for our customers and team
- Completely supportive and encouraging environment
- Strong company values that respect our employees and customers

If you have the qualifications listed above and are interested in joining the ProSource team, please submit your resume and cover letter and include "Customer Service Representative" in the subject line.

We thank all applicants for their interest; however, only those candidates selected for an interview will be contacted.

We look forward to meeting you!

Website: www.ProSourceSupply.ca

Job Type: Full-time

Salary: \$20.00 to \$30.00 /hour