

Customer Service Clerk Mega Group Inc. – Saskatoon office

Mega Group Inc. is Canada's largest retail buying and support group of independent furniture, appliance and consumer electronics retailers. We are dedicated to providing programs that stimulate growth and promote success. Our vision is to be the essential supplier of retail services ensuring the continued success of the Independent Home Goods retail channel in Canada. As a Platinum Member of Canada's Best Managed Companies, we serve over 600 retail members across the country with offices located in Saskatoon and Boucherville.

We are proud to provide an employee-friendly work environment, where work-life balance is a priority. We value the talents and abilities of our employees and strive for an open, flexible, cooperative, and dynamic work environment.

We are seeking a Customer Service Clerk in our Saskatoon Office. Reporting to the Lead - Customer Service/Member Claims, the incumbent's primary responsibilities will be:

- Respond to a high volume of Member Inquiries and resolves disputes in a timely manner
- Review, enter, and track product claims status in the Finance System (Microsoft Dynamics).
- Organize and maintain all correspondence for Member claims and disputes.
- Participate in on-boarding of new Members (Welcome Call, on-line Portal demonstration, etc.)
- Process Credit approval requests
- Send Credit and Central Billing Procedures to new Suppliers
- Scanning, photocopying, and filing
- Provide vacation coverage as required
- Other duties as required.

Qualifications

- Minimum 2 years of customer service experience preferred
- Experience using a Customer Relations Management system (CRM) is considered an asset
- Exceptional communication skills
- Highly organized, able to effectively manage multiple priorities in a fast-paced environment
- Flexible and adaptable to change
- Work collectively with direct team members and cross functional teams within Mega
- Demonstrate initiative and strive for continuous improvement
- Committed to delivering a high level of customer service
- Strong attention to detail and ability to problem solve
- Excellent telephone and negotiation Skills
- Proficient in all Microsoft applications; specifically, Excel and Word
- Above average communication skills; both written and verbal
- Bilingualism (French/English) is considered an asset

Please apply in confidence no later than October 23, 2020 to hr@megagroup.ca

**Please note that only those candidates selected for an interview will be contacted.*