



As the Senior Ecommerce Customer Service Representative, reporting directly to the Senior Manager, Customer Service, you will be the lead to the ecommerce Customer Service team. Focusing on all aspects of customer satisfaction, as well as the supervision and training dedicated Customer Service Associates, you will set customer satisfaction goals/metrics and work with the team to meet our SLA's on a consistent basis. As the senior lead, you will be a role model to the team in driving and delivering exceptional customer service.

Some of What You'll Do:

- Provide support to the team and handle all types of escalation calls
- Provide daily and weekly updates to the Department manager regarding KPI's; agent response times, returns, customer issues, team issues
- Perform data entry, ensuring all information related to orders and RAs are updated
- Ensure timely follow up with Warranty department, Repair centers, Quality Control department and Credit Department
- Monitor inventory levels in relation to order entry and order processing
- Generate various system reports and analyze data
- Manage online return processes – follow up with warehouses to ensure proper delivery of returned merchandise
- Coordinate pickup for returns and generate shipping labels as needed
- Handle consumer claims, follow ups with carriers and warehouses
- Develop reporting and insights to the business for opportunities to improve or create a better customer experience
- Present feedback regarding product, returns and logistics to improve operations
- Perform other administrative duties as assigned

Some of What You'll Need:

- Minimum 3 years of experience in a similar customer service position
- Professional bilingual in French and English, both verbal and written
- Proficiency in other languages an asset
- Expert in Word and Excel, must be able to create pivot tables, V lookups, create reports and formulas
- Experience working with Power Point presentations
- Experience in Zendesk or a similar platform
- Magento a plus
- Momentis knowledge an asset

Some of Who You Are:

- Excellent communicator with strong and interaction skills
- Ability to work in a fast-paced high-volume environment
- Flexibility in work schedules and hours during peak periods
- Strong people management and interpersonal skills and experience
- Considered the "best in class" service provider