

Founded in 1976, Thibert (Robert Thibert Company Inc.) is one of the largest distributors of auto parts, RVs and trailers in North America. Thanks to our dynamic growth strategy, Thibert will become a key player in the industry. Our vision for the future: a unique customer experience, supported by a team of passionate professionals, focused on innovation, continuous improvement of our practices, the development of distinctive private label products and a multi-channel communication platform for all our partners....

Are you a passionate professional who wants to evolve in a team environment, energetic, focused on collaboration and innovation? We are looking for talented, enthusiastic and responsible collaborators who are looking for a new adventure within a successful and reputable company.

CUSTOMER EXPERIENCE AGENT

Job Description

Reporting to the Customer Experience Supervisor, this position will be responsible for responding to inquiries, providing information and resolving all issues related to orders, products and after-sales service. The person will also be responsible for helping customers understand how our website works, and helping the customer make the most of this tool to facilitate their Thibert customer experience.

Description of tasks / responsibilities

- Handle and solve various technical customer after-sales problems via several means (telephone, e-mail, chat, etc.)
- Assess customer technical issues/requests, manage cases and provide clear, effective and cost effective guidelines and solutions
- Help customers find the answers they need through various online tools
- Recommend the right spare parts and/or alternatives to customers at the best cost
- Properly document all requests and technical issues
- Open customer accounts by saving account information (tickets)
- Maintain and document customer records by updating and saving the history of requests and technical issues
- Adequately answer warranty questions

Qualifications requises

Training

- High school diploma (GED) or higher

Experience

- Minimum of 2 years customer service experience and call centre experience (an asset)

Skills

- Bilingual in both written and oral (French and English) to respond to US and Canadian clients
- Good knowledge of Microsoft Office and able to learn new operating systems
- Good problem solving skills
- Passionate about customer service, professional and diplomacy
- Ability to handle multiple cases simultaneously (multitasking)
- Well developed communication and interpersonal skills
- Consistent helpful attitude to customer
- Good stress management during busy periods

We offer:

- Working environment with a dynamic team;
- Comprehensive group insurance (life, disability, medication, dental, paramedical)
- Group RRSP with employer participation;
- Mobile leave bank;
- Complimentary coffee and snacks on site;
- Hybrid telework;
- Free parking is available on site.

Place of work: Châteauguay

Position: Full-time, permanent

Work schedule: 8:00 - 17:00

Please send your resume to rh@rthibert.com

Nous adhérons aux principes d'embauche inclusive et égalitaire.

Nous remercions toutes les personnes qui soumettent leur candidature. Toutefois, il nous est impossible d'effectuer un suivi personnalisé pour chacune des candidatures qui nous sont soumises. Nous communiquerons donc uniquement avec les personnes dont la candidature aura été retenue.

Dès leur embauche, tous les candidats-candidates doivent avoir le droit de travailler au Canada, et ce, pour la durée complète de la période de travail. Sur demande, ils devront en fournir la preuve en présentant l'un des documents suivants : un certificat de naissance canadien, un passeport canadien, un certificat de citoyenneté canadienne, une carte de résident permanent ou une confirmation du statut de résident permanent ou fournir un permis de travail canadien délivré pour la période de travail visée. Par ailleurs, le processus de sélection de l'entreprise requiert parfois que les candidats-candidates fournissent leur consentement afin que celle-ci puisse vérifier leurs antécédents pertinents au poste. Entreprise Robert Thibert Inc. pourrait alors vouloir confirmer leurs références d'emploi, leurs études et leurs titres de compétences, vérifier leurs emplois précédents, leur identité, les infractions criminelles et leur permis de conduire, et obtenir un rapport de crédit.

Entreprise Robert Thibert s'engage à garder confidentielles les informations recueillies lors du processus de recrutement.

