

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

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

WEB SALES CLERK

Brief job description

Reporting to the Director of Web Development (e-commerce), the Web Sales Clerk will be in charge of applying the various order taking and customer service procedures for the company's retail and web channels (B2C). The current main channels are: company websites, our clients' websites (B2C, B2B2C) and the various current and developing marketplaces.

Description of tasks / responsibilities

The ideal candidate has experience in customer service and order taking. He should also have an interest in new B2C sales channels and the web, for car accessories, tools, VR accessories, etc.

More specifically, his tasks will be:

- Manage orders from different channels in the ERP system or other means of transmission;
- Monitor and manage ordering processes specific to web business internally and send reports to various partners;
- Manage customer service (questions, returns, replacements, shipment tracking, etc.) on the various channels;
- Manage our accounts/websites on the various sales channels;
- Manage and analyze the product offering on the various sales channels;
- Ensure the quality of Web merchandising.

Qualifications required

- College diploma (DEC), an asset;
- 2 years of experience in the order desk and/or in customer service, relevant experience;
- Essential bilingualism (spoken and written);
- Knowledge of different software: Outlook, Microsoft suite (Excel, Word, etc.), Microsoft AX, an asset;
- Knowledge of the various job-related sales channels (Amazon, Shopify, PrestaShop, etc.);
- Interests for the categories of products represented;
- Excellent communicator;
- Attention to detail;
- Ability to work in a changing and evolving environment.

Working conditions

- 5 wellness days (available after 1 year)
- Collective insurance
- Group RRSP with employer participation
- On-site parking
- Free fruit and coffee in offices
- Work environment: Offices and telecommuting

Place of work: Chateauguay

Position: Full or part time / permanent

Please send your CV to rh@rthibert.com

Only selected candidates will be contacted. The use of the masculine gender has been adopted in order to facilitate reading and has no discriminatory intent. Upon hiring, all candidates must have the right to work in Canada for the full duration of the work period. Upon request, they must provide proof of this by presenting one of the following documents: a Canadian birth certificate, a Canadian passport, a certificate of Canadian citizenship, a permanent resident card or a confirmation of permanent resident status or provide a Canadian work permit issued for the work period in question.

In addition, Thibert Inc.'s selection process sometimes requires that candidates provide their consent so that it can verify their background relevant to the position. Thibert Inc. may then want to confirm their employment references, education and credentials, verify their previous employment, identity, criminal offenses and driver's license, and obtain a credit report.