

Customer Service Representative
Saskatoon, SK

Come Work with Us!

Florists Supply is the premier Western Canadian floral wholesaler and importer based in Winnipeg, with additional locations in Saskatoon, Edmonton, Calgary, and Metro Vancouver. As a premium facilitator of fresh flowers and floral supplies, Florists Supply is a team that knows our customers and makes a difference by delivering beyond expectations. Florists Supply provides a variety of high-quality hard goods and fresh florals to florists, independent, and mass market retailers.

What do we expect of you?

We are seeking a Customer Service Representative to join our team in Saskatoon, SK Reporting to the Saskatoon Branch Manager, you will focus on providing service to customers and sales generation of cut flowers, while ensuring exceptional customer satisfaction with an accurate purchase/return/exchange process and in the best interest of Florists Supply customers.

What will you do?

- Responsible for the processing of customer purchases and assigned customers, returned products and exchanges.
- Answer inbound customer calls and e-mails, offer product sale opportunities to customers.
- Responsible for picking and packing cut flower orders.
- Assist customers that come into the branch to shop and pick up their orders.
- Investigate and resolve customer complaints and inquiries.
- Help in other areas and teams as needed.

What do you need to succeed?

- Ability to work Monday to Wednesdays from 7:30am to 3:00pm, and Thursdays from 7:30am to 11:30am. Must be able to fill in for holidays and peak seasons.
- Previous Customer Service experience preferred.
- A friendly, engaging, and professional demeanour. Adaptable and a team player.
- Ability to stay calm under pressure, work independently, with the ability to multi-task.
- Strong interpersonal, organizational, and problem-solving skills.
- Superior verbal and written communication skills.
- Ability to lift 50 lbs.
- Proficient in Microsoft Office Suite (Excel, Word) and embraces new technology.
- Knowledge of SAGE 300, and CRM experience are assets.

What's in it for you?

- A family-like environment where you can bring your own ideas to the table.

Job Opportunity:

Customer Service Rep

floristssupply.com | @floristssupply

1

- Continued learning and knowledge sharing opportunities.
- Competitive compensation plan.
- Deferred Profit-Sharing Plan.
- Extended Health/Dental Plan.
- Employee Assistant Program (EAP).
- Professional development support.
- Product discounts.
- A good work-life balance.

Do our values speak to you?

- We are committed to providing an unparalleled customer experience through premium products and services.
- We innovate to challenge the status quo.
- We care and are compassionate for our community.
- We strive to do the right thing with integrity.

Take the next step

To apply, please send your cover letter and resume to Narjiss Belrhazi, Human Resources Manager, at careers@floristssupply.com, with “Customer Service Representative, Saskatoon” on the subject line by end of day, May 8, 2024.

We value the unique skills and experiences everyone brings to Florists Supply and provide an accessible candidate experience. If you require accommodation during the recruitment and selection process, please let us know.

We thank all applicants for their interest but only those selected for interviews will be contacted.