

## Customer Service Representative - Bilingual

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**Location:** Winnipeg, MB

**Employment Type:** Fulltime

**Start Date:** Immediate

The Kraus Group is one of the largest integrated carpet and flooring manufacturers and distributors in North America with facilities throughout Canada and the USA and is currently recruiting for a Customer Service Representative – Bilingual to join our team in our Winnipeg, MB office.

### Job Purpose

To provide customer satisfaction by having effective communication skills and product knowledge. Must have the ability to answer customer or sales representatives' questions in a clear and concise manner.

### Duties and Responsibilities

- Answer customer product and service questions while suggesting information about other products that might meet their needs
- Resolve product or service issues by verifying what the problem is, determine the cause of the issue and then determine the best solution to the issue
- Answering the phones, listening to customer needs and taking customer orders
- Follow up with any questions that the customer might have
- Keeping aware of product knowledge and being aware of all new products as they are introduced
- Must always listen to the customer so we can help them accurately
- Assists with any errors, account questions and cancellations of orders
- Responsible for achieving specific sales targets and maximizing sales opportunities on each and every call.
- Update customer orders with notes.
- Provide customers with updated order information within 24 hours.
- Old Order Report Procedure-weekly
- Back Order Report Procedure-twice a week follow up
- CSR/TM Pairing -assisting the outside territory managers

### Qualifications

- High School diploma
- 3+ years in a bilingual customer service position
- Excellent communication skills, both English and French, written and oral
- Accurate typing skills
- Ability to multitask in a fast paced environment
- Proficient knowledge of the Dancik System
- Ability to retain product information
- Great listening and phone skills

To Apply, please send your confidential application to [careers@krausflooring.com](mailto:careers@krausflooring.com).

Check out our website at [www.krausflooring.com](http://www.krausflooring.com)

*The Kraus Group of Companies embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation need known to Kraus. We welcome application from all qualified persons.*