



## JOB DESCRIPTION

Job Title: Customer Service Representative – KEEN Canada

Date: 5/20/2014

Reports to: Director, Operations Canada

Department: Operations

Status: Non-Exempt

Number of Direct Reports: 0

### General Summary:

Keen Canada is currently looking for an energetic, professional with good communication and customer service skills to fill the role of Customer Service Representative (CSR).

This position is responsible for assigned territories and will be involved in all facets of the sales operations support and order management functions. The CSR provides outstanding customer service, support and follow-up to ensure a positive customer experience for both internal and external customers. This position is located in the Oakville, ON (GTA) area.

### Key Responsibilities:

- Consistently meet/exceed customer service standards and act upon the “voice of the customer.”
- Consistently meet/exceed monthly team goals
- Actively increase customer satisfaction; “own” and resolve customer problems, anticipate issues and offer solutions.
- Participate in and encourage team involvement in departmental events and community involvement efforts.
- Energetic professional with good communication

### Knowledge/Skills Required:

- Minimum: high school diploma or equivalent.
- Bachelors or a Degree / Certificate in business/marketing /communications or related field would be considered an asset.
- Previous customer service experience is also an asset.
- Have exceptional communication skills both verbal and written as interaction with customers will largely be over the phone and e-mail.
- Have good computer skills and is comfortable using the Microsoft office suite of products.
- Previous experience with SAP would be a plus.
- This is a fast paced environment, so one must also have the ability to multi-task, adapt to shifting priorities and be detailed oriented with outstanding follow through.
- Demonstrated problem solving skills and the ability to be proactive in dealing with customers is a requirement.

**Employee Conduct:** It is the responsibility of every employee to contribute to a positive work environment through: mutual trust and respect; personal accountability and integrity; desire for growth and learning opportunities; teamwork; positive, honest and effective communication and professional interactions with co-workers, customers and partners.

*If you are interested in this position and you feel you meet the minimum requirements please forward your cover letter and resume to [donna.kolisnyk@keenfootwear.com](mailto:donna.kolisnyk@keenfootwear.com)*

*Please note only those who are selected for an interview will be contacted.*

