

NOW HIRING

CUSTOMER SERVICE REPRESENTATIVE (CALL CENTRE)

STATUS:	Permanent Part-Time	HOURS:	20-40 hours per week, depending on business needs
START DATE:	Immediately	OPENING:	4

McCarthy Uniforms Inc. is Canada's leading school uniform and specialty school Apparel Company. Over the last 60 years, we have built our leadership position in Canada by following our mission to be a world-class provider of high quality student uniforms made using socially responsible and sustainable practices. Join us in achieving our mission to be the best in class!

The Opportunity:

We currently have an opening for a Customer Service Representative for our Call Center located at **360 Evans Ave, Toronto, ON.**

If you are an energetic, sales focused individual that is committed to excellent customer service and looking for a great job, then we want to hear from you!

As the Customer Service Representative your objectives are, but not limited to:

- Dealing professionally and effectively with customer inquiries and concerns
- Timely and accurately processing of customer orders/refunds/exchanges
- Taking customer payments over the phone and communicating shipping instructions
- Prioritizing calls while working on other call centre related tasks, as assigned
- Resolving customer concerns by using problem solving techniques, implementing solutions, and escalating unresolved problems
- Informing our customers of proper product and garment care instructions
- Having a thorough understanding of company operations and our different delivery channels
- Complying with and adhering to all Health and Safety Laws, Regulations and Company Policies and Procedures at all times when performing business activities (on or off company premises)
- Other duties as assigned

Qualifications:

The ideal candidate will have 1+ year(s) of experience in customer service, preferably in a call centre environment including:

- Effective interpersonal skills and ability to work with all levels of management
- Exceptional oral and written communication skills
- Excellent time management, organizational, problem solving, and analytical skills
- A passion for customer service and excellent telephone manner
- Ability to thrive in a team-oriented, high-pressure, fast paced environment
- Working knowledge of Microsoft Office programs, such as Outlook and Word.
- Must be available to work on weekdays **and** Saturdays

If you are interested in applying for this position, please forward your cover letter and resume to resumes@mccarthyuniforms.ca. We thank all applicants for their interest in joining our team; however, only successful applicants will be contacted for an interview.

McCarthy Uniforms Inc. is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.