



Moose Knuckles is looking for Temporary Customer Service Representatives to be part of our growing seasonal team, offering a variety of shifts.

Some of What You'll Do:

- Manage calls, emails and chat in a timely, friendly and effective manner
- Identify and assess customers' needs to reach solutions and achieve satisfaction
- Keep records of communication with customers and records of transactions
- Communicate and coordinate with internal departments when necessary
- Manage and distribute Return Authorization numbers

Some of What You'll Need:

- Minimum 2 years of previous experience in customer service, with proven conflict resolution skills
- Excellent communication and written skills in English and French
- Proficiency in other languages an asset
- Knowledge of Momentis and Zendesk an asset

Some of Who You Are:

- Comfortable with learning new software's
- Excellent phone and people skills
- Dynamic, organized and detail oriented