

Greenhawk Home Office – 5665 McLaughlin Rd, Mississauga, ON

### Call Centre Customer Service Representative

Greenhawk is the largest and most progressive player in the Canadian equine industry and is currently seeking mature, well rounded, knowledgeable individuals to fill **full-time Call Centre Customer Service Representative** positions.

Individuals will boast experience in the customer service industry, have knowledge of the equine industry, be skilled with computers and will be able to communicate in a respectable, professional manner in our head office, located steps away from public transit.

The successful candidate will have the opportunity to take advantage of our **amazing employee discount program, staff birthday celebrations and social events, flexible hours, and more!**

### Primary Duties and Responsibilities

- Answer phones and converse with customers in a friendly and professional manner
- Respond to customer email inquiries in a professional and timely manner
- Create sales orders and monitor their status and progress
- Create purchase orders for custom products
- Support Corporate and Franchise locations by answering their questions
- Drive sales by describing product features and benefits, promoting value and suggesting add-on items which may compliment the sale
- Provide outstanding customer service
- Actively listen to customer/store complaints and document for review by management
- Work in conjunction with distribution, purchasing and marketing teams
- Work flexible hours including days, evenings and weekends

### Required Skills

- Strong working knowledge of the horse industry; knowledge and experience in multiple disciplines is an asset
- Good interpersonal skills
- Excellent verbal communication and listening skills; pleasant, professional and confident speaking manner
- Excellent written communication skills including typing, spelling and grammar
- Good working computer skills (including Microsoft Outlook, Word, Excel, Internet Explorer), and the ability to learn new operating systems quickly and easily
- Excellent decision-making and problem-solving skills; ability to deal tactfully, patiently and calmly with difficult customers and situations
- Good organizational skills
- Self-motivated and efficient
- Ability to work both independently and as part of a team
- Proficiency in written and spoken French (including horse and equestrian terminology) would be a significant bonus

### About Greenhawk

Incorporated in 1985, Greenhawk is Canada's largest retailer and distributor of equestrian products, with corporate retail stores, a franchising division, a mail order catalogue department and an ecommerce web site. We are dynamic, intense and growth oriented. We are a team oriented environment. We believe in helping people thrive and grow in their careers and we welcome process and idea innovation.

**How to Apply**

If this sounds like an exciting opportunity, and if your skill set and career ambition match our requirements; please submit your résumé in confidence to [careers@greenhawk.com](mailto:careers@greenhawk.com). Please indicate “CSR Job” in the subject line.

We will review all résumés received, but apologize in advance if we are not able to communicate or reply back to all applicants.