



## Customer Service Coordinator Job Description

Masdel Inc. imports, manufactures, and distributes a variety of high-quality personal care, beauty, and health products which are exclusive to pharmacies and department stores. Some of our brands include Magic Bag, Supporo, Vitality's, Jerome Alexander, Total Body, Belvital, and more..

### Why Masdel?

We offer a work environment that values customer commitment, open communication, teamwork, tangible results, and efficiency. Are you looking to take your career to the next level? Apply and join us in our transformation.

### Your day to day activities:

By joining our team, you will play a key role in our continued success. Working with sales and operations, your responsibilities will include:

- Ensure the efficient and timely processing of customer orders, performing order allocation, communicating with production or shipping departments to manage customer needs and requirements;
- Supervise customer service staff to ensure the accurate entry of orders, invoices and credits in the ERP system;
- Communicate with operations or sales team to solve issues on orders or credits;
- Update ERP database for new store locations or customers;
- Manage consumer warranty and customer returns process;
- Investigate and resolve customer deduction for rebates, returns, and damages;
- Enter orders or credits as required, verify accuracy of data entry reports and output;
- Assist sales team if required;

### What you have to offer:

- 5 years or more experience in customer service for consumer products to Canadian retailers, with preference experience with pharmacy chains
- College diploma or equivalent
- Very strong computer skills and MS Office suite, ERP system experience an asset
- Ability to multi task and manage deadlines
- Excellent organizational, communication and time management skills
- Bilingual written and verbal
- Desire to constantly develop your skills and go beyond
- Ability to work independently with limited supervision
- Attention to details and motivated

### Other details:

Permanent and full-time (40 hours per week)

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