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## **Call Centre Associate**

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**Type of Employment:** Full Time

**Location:** London, Ontario

With its Corporate office in Red Deer, Alberta and its Regional office in London Ontario, Peavey Industries LP is the corporate parent to retail brands Peavey Mart, MainStreet Hardware, and Ace Canada. We are 100% Canadian owned and operated.

Peavey is an engaging workplace. We are proud to promote from within and provide training to make this possible. We offer comprehensive benefits.

Committed to Canadians, connected through communities.

**Job Overview:** The Call Centre Associate is responsible for assisting with the administration of customer contacts and delivering a high standard of customer service.

**Ideal Candidate:** The ideal candidate is able to multitask while speaking with customers, dealing with issues and ensuring proper information is given at time of call. They must be able to communicate well on the phone and via email. Speaking French is mandatory with our growing company.

### **Responsibilities**

- Assist in the handling of customer inquiries and challenges via email, phone, and chat
- Liaise with supply chain regarding order delays, cancellations, substitutions, etc. as needed
- Help process online and phoned in orders via the Webserver
- Process online refunds for cancellations and price adjustments
- Communicate any customer credit card issues to Finance and Asset Protection
- Assist in the facilitation of processes and procedures related to eCommerce with internal head office team, corporate stores and customers from time of ordering product online to pick up in stores
- Assist the warehouse to co-ordinate deliveries of eCommerce orders
- Positively communicate and demonstrate the company's Core Values
- Included in this list, are any additional tasks as assigned by Supervisor

### **Qualifications**

- Education in Marketing or a related field/equivalent experience
- 1-2 years' related work experience
- Personal motivation/determination
- Communication and interpersonal effectiveness
- Ability to work under pressure
- Marketing

- Persuading and influencing others
- Digital media and promotions
- Results oriented/driving performance
- Strategic thinking
- Commitment to customer excellence
- Operational business management
- Bi-Lingual – French and English

#### **Employee Perks**

- Employee ownership program
- Employee discount
- RRSP matching program
- Competitive group benefits
- Inclusive work culture
- Laid back atmosphere
- Work-life balance

**\*Only those selected for an interview will be contacted.**