



Connex Personnel is currently seeking a **Bilingual Customer Service Representative** for an oil and gas client located in Calgary, AB.

As a Customer Service Representative, you will provide best in-class service and customer relationship management to existing and new wholesale customers across their National Wholesale Sales network.

Minimum Requirements:

- Ability to write and speak fluently in French and English
- 5+ years of experience in a related field (i.e. business, sales and marketing)
- A post secondary education or undergraduate degree in a relevant field of study
- Intermediate proficiency in Microsoft Office
- Proficient verbal and written communication skills

Responsibilities:

- Coordinate, create and respond to Customer Relationship Management (CRM) activities related to existing accounts or the establishment of new accounts, pricing and tax exemptions
- Create and maintain customer master data in D365 CRM for the Downstream Sales and Credit teams including Direct Sales, Retail Sales, Wholesale Distributors and Petro-Pass accounts
- Collaborate with the Sales and Marketing teams which include Direct/Inside Sales, Distribution, Asset Management and Account Managers, Credit and Invoicing, in maintaining and setting up new accounts while ensuring the security and reliability of fuel supply to customers
- Create reports based on customer needs and provide trusted recommendations and best practices to utilize company products
- Create reports based on customer needs and provide trusted recommendations and best practices to utilize company product management platforms

Location and other Key Details:

- This is an office-based role. You will work out of their Calgary head office located downtown
- Hours of work are a regular 40-hour work week, Monday to Friday
- One-year contract with an anticipated start date of September 29, 2026

Please submit your resume to hr@connexpersonnel.com

