

Customer Service Specialist

Location: Dorval, QC

Join Univar Solutions, a world leader of Chemical Distribution, listed as one of Fortune 500 companies. Established in 1924 and with over 90 years of industry knowledge and expertise, we provide more chemical products, ingredients and related services than any other company in the marketplace. With locations in about 130 countries and over 10,600 employees Worldwide, we are committed to innovation, teamwork, growth and safety. Univar Solutions is on a mission to redefine distribution and be the most valued chemical and ingredient distributor on the planet! Read more about us at: <https://www.univarsolutions.com/>.

Our Dorval facility is now searching for a talented, hands-on and goal-oriented individual who likes to surpass goals and excel in a fast-paced environment. The Customer Service Specialists handle activities including order taking, processing orders from beginning to end, providing a single point of contact to ensure a consistent customer experience, coordinating order fulfillment, providing necessary information to customers, and problem resolution. The team assists in building profitable sales by enhancing customer satisfaction and confidence.

What you will do:

- Receive and process customer orders
- Develop solutions to customer needs/opportunities
- Build and sustain long-term customer partnerships
- Display effective communication and interpersonal skills
- Collaborate effectively with team members
- Resolve problems and non-conformances quickly
- Other duties as required

What you will require:

- University degree or College diploma with specialized training in a related field (i.e. chemistry, sales or customer service) with two (2) years of customer service experience
- Must have a strong organizational aptitude, be detailed oriented and have excellent time management skills
- Must have strong problem-solving skills with the ability to prioritize and multitask
- Must be a team player who is customer-oriented and self-motivated with a proven ability to interface confidently with internal and external stakeholders
- Must have strong computer skills using Microsoft office suite including Outlook, Excel and Word
- Must be bilingual in French and English

We offer:

- Competitive compensation packages
- Generous retirement contributions
- Great benefits including medical, dental, eyecare, and more!
- A pleasant and supportive place to work with the best co-workers out there
- Enjoyable company events throughout the year: summer BBQs, golf tournaments, and more!
- Training and education reimbursement programs

How do I apply?

Please send your resume and cover letter in Word or PDF format to rh.dorval@univarcanda.com. Please indicate the job title and location (Customer Service Specialist, Dorval) in the subject line of your email. Please note that candidates are subject to background and reference checks.

Thank you for your interest in Univar Solutions.

*Join our team today – challenge your limits. **Innovate. Grow. Together.***