

Customer Service Specialist

Location: Edmonton or Calgary

Job ID Number: CSSEDM1903

At Univar, we believe our culture is second to none. Imagine the stability of a multi-national corporation, with the comradery of a start-up. We foster a friendly, welcoming, high-performance environment where every idea and initiative is given the respect and attention it deserves. We're proud to offer our employees:

- Competitive salaries
- Comprehensive Medical/dental benefits
- Industry leading pension plan
- Bonus opportunities
- Paid training and development programs at every level
- Global career advancement and mentoring opportunities
- Education allowance

Our team is successful due to our mix of diverse backgrounds, education, experience and careers, and we are proud to be included on the Alberta Top 75 Employer list and a recipient of Canada's Safest Employer award!

About the position

Reporting to the Customer Service Manager, the Customer Service Specialist (CSS) handles all customer service activities, from order taking through to accurate order fulfillment. The CSS assists in building profitable sales by enhancing customer satisfaction and confidence, and ensures that an excellent standard of service and a high level of customer satisfaction is maintained.

What you'll do

- Receive and process customer orders
- Answer inquiries and promote sales through telephone contact with customers
- Work closely with Account Managers, Operations and Purchasing to ensure timely responses to customer requirements.
- Act as the main contact point for any customer inquiries

What we would like from you

- University degree, College diploma or specialized training in a related field (i.e. chemistry, sales or customer service) with one (1) year experience
- Friendly, outgoing, and team oriented.
- Strong organizational and multitasking abilities.
- Excellent written and oral communications skills.
- Proficient computer knowledge and a pleasant telephone manner

What do we do?

Univar is a leading global chemical distributor of industrial and specialty chemicals, food ingredients and related products and services. Our wide Canadian distribution network, with locations coast-to-coast, helps guarantee fast, reliable service to Univar's customers. Across North America, Europe, the Asia-Pacific region, and Latin America, our nearly 9,000 employees serve over 100,000 customers, representing nearly every major industry and a highly diverse set of end markets.

Safety is our top priority, the foundation for all aspects of our global business operations. Safe transport and storage of products, safe operational practices and safe working conditions enable us to protect our employees, customers, suppliers and the environment.

To read more about our successes and what we do, please visit: www.univar.com

Sounds awesome? Here's how you apply:

Please send your resume and cover letter in Word or PDF format to univarjobs@univarcanda.com. Indicate the job identification number in the subject line of your email. Please note; all candidates are subject to background and reference checks. Although we appreciate all applications, only those selected for an interview will be contacted. Thank you for your interest in Univar.