



Bilingual Customer Service Representative – Montreal Office

If you have completed your post-secondary education in a general business area of study and are looking to not only gain professional experience but also to work for an organization that makes a genuine difference, you should apply to Canadian Hospital Specialties. Be challenged, engaged, and sharpen your skills with real work experiences. Work alongside other talented professionals to solve problems, improve processes, and empower our customers.

Canadian Hospital Specialties (CHS) has been providing superior quality service to the Canadian healthcare system since 1967. At CHS we are committed to the sales and marketing of unique medical devices through our coast-to-coast sales force. We are currently looking to add another valuable member to our head-office team that will share our commitment to exemplary service.

As a Customer Service Representative you will:

- **Deal directly with customers to process orders, resolve discrepancies, and provide information on inventory availability and pricing.**
- **Manage incoming orders, revise orders and ensure accuracy of information prior to release.**
- **Deals directly with customers either by telephone or electronically to handle general product inquiries, enter orders, provide product ETA requests, coordinate returns, expedite rush orders, and resolve shipment discrepancies**
- **Provide sales support for company Sales Representatives including; assisting in expediting orders, following up on back orders, providing information on inventory availability and pricing**
- **Manage company email and fax inboxes handling Customer Service inquiries and directing all other inquiries to the appropriate individuals within the company**
- **Ensure customer orders are processed in a timely manner ensuring correct SKUs, pricing, quantities, etc. are reflected**
- **Verify pricing discrepancies and expired price contracts with the contracts management department**
- **Responsible for ensuring open customer orders ship when required and/or when inventory becomes available using a variety of open order reports from the company inventory management system**
- **Manage EDI incoming orders, revising orders that are held due to price, UOM or stock code discrepancies ensuring all information is corrected prior to releasing in a timely manner**
- **Manages EDI outgoing acknowledgments ensuring accurate ship dates are reflected on each line item, verifying with Supply Chain when necessary**
- **Produce transaction reports from the system.**

In this position you will have daily interaction with our customers, which includes all major Canadian hospitals, and therefore you should have excellent communication and interpersonal skills. An attention to detail while multitasking and the ability to work in a fast-paced environment are key to your success.

At Canadian Hospital Specialties we are committed to supporting our employees in their career goals. The Bilingual Customer Service Representative position offers you a great opportunity to enter our dynamic organization and the health care industry. Your professional ambitions will be valued as we assist you in attaining your objectives. This position will be the first building block in our company allowing you to learn our products, processes and the healthcare industry. This is your chance to jump into the action. Take charge with a strategic position that offers frequent exposure to company leaders, and technologies. Make meaningful contributions to the company and to the lives of patients.

If you are interested in the position and would like to apply or have any questions regarding the scope of the job please contact Glenda Iuliani.