

# **Shimano Canada Limited**

## Customer Services Representative

**Department:** Inside Sales and Customer Service  
**Location:** **Peterborough, Ontario**  
**Reports To:** Customer Service Manager

### **POSITION SUMMARY:**

This position is focused on supporting the growth of our company by delivering outstanding sales and service support to Shimano Canada's authorized dealers and outside sales representatives. This position requires excellent communication and organizational skills, and the ability to work with the Customer Service Manager to ensure retailer issues and needs are fully addressed and resolved.

The ideal candidate will be a proactive, self motivated, problem solver who is willing to go the extra mile to ensure we are meeting our wholesale domestic goals and all our retailers are receiving outstanding customer service.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Answers retailer calls including:
  - Identifying retailer's customer needs and recommending appropriate bicycle component, apparel and footwear solutions
  - Placement of orders
  - Warranty procedures
  - In-season programs
  - Retailer Incentives
  - Account status
  - Order status
  - Product construction, compatibility, fabric and design questions.
- Responds to retailer e-mails/faxes for the same issues as above
- Demonstrates outstanding bicycle and apparel knowledge
- Must have a strong customer focus and an ability to establish and develop strong relationships with retailers.
- Shows a strong sensitivity for retailer issues and the ability to ask questions to clarify and resolve problems to the satisfaction of the retailer
- Communicates regularly with outside reps
  
- Identifying opportunities to improve sales and service
  
- Attend trade shows and other out of office functions

### ***Services Retailer Warranty & Return Issues***

- Ensures all retailer returns (warranty and return to stock) are processed in a timely manner
- Makes retailer repair, replacement or credit decisions in accordance with company's policy
- Communicates recurring product quality issues to product development team for further action

### ***Generation of In Season Order Replenishment***

- Expected to help the company meet monthly and seasonal sales goals
- Ability to work in a fast paced environment; balancing high inbound and outbound call volumes
- Enhance sales by cross selling/up selling products when particular items are unavailable

### ***Leadership:***

The candidate will be a proactive, self motivated, problem solver who is willing to go the extra mile to ensure we are meeting our goals while our retailers receive outstanding customer service.

### **QUALIFICATIONS:**

- 2- 3 years experience in customer service, retail experience or inside/outside sales.
- Bilingual (English/French)
- Extensive knowledge of technical apparel (Cycling/Running).
- Strong technical bicycle knowledge
- Strong presentation, negotiation and problem solving abilities.
- Proficient in Microsoft Office applications and Windows environment.
- A leader as well as a team player
- Must be self-motivated, entrepreneurial and be able to work with little supervision

If you are interested in this opportunity and feel you meet the qualifications we require, we would like to hear from you. Please submit your resume and salary expectations by e-mail to: [jobs@shimano.com](mailto:jobs@shimano.com). Please make reference in the subject header of the email "Customer Services Representative"

Only qualified candidates will be contacted for an interview.  
Shimano Canada is an Equal Opportunity Employer