

At **Plasti-Fab Ltd.**, we have been providing customers with innovative expanded polystyrene (EPS) product solutions for commercial, residential, and geotechnical engineered applications throughout North American for 50+ years!

We are currently seeking a highly motivated **Customer Service Representative** to join our Sales team in **Calgary, AB**. As a vital member of the team, the CSR is primarily responsible to deliver quality and expertise through the processing of sales orders for our insulation products and interacting with customers on behalf of the company.

### **Key Elements of the Role:**

1. Accurately process customer orders and ensure they are entered accurately and completely in the in-house ERP system.
2. Enter, prioritize and coordinate orders within the production/shipping schedule to optimize shipments via third party logistics carrier.
3. Communicate and coordinate orders with customers, sales staff and plant personnel as required to ensure that all orders are up-to-date and accurate prior to work order hand-off to production and shipping.
4. Answer and direct customer inquiries received on main customer service phone line.
5. Process credit card transaction.
6. Process customer applications for trade credit.
7. Process order adjustments & credits as required.
8. Obtain credit releases as required prior to Order Confirmation.
9. Accurately log and react appropriately to any changes requested on orders.
10. Work to continually improve work procedures from order reception through to Invoicing.
11. Assist with filing and records maintenance.

### **Key Competencies, Experience & Abilities Required:**

- Grade 12 education with 2-5 years job experience within manufacturing, construction or logistics required.
- Basic Accounting knowledge (AR/AP).
- Business Diploma in Office/Administration preferred.
- Friendly, organized, confident, positive, motivated team player.
- Excellent interpersonal communication, problem solving and decision making skills.
- Pays close attention to detail, accuracy and completeness skills.
- Capable of multi-tasking while providing the best customer service.
- Proficiency with Microsoft Office.

### **What We Offer:**

- A competitive salary, Employee profit sharing plan and RRSP program
- Comprehensive benefits package including extended health, dental & vision.
- Education reimbursement program.
- A great team of dedicated professionals!

Please submit your cover letter, resume and salary expectations in confidence to:  
[humanresources@plastifab.com](mailto:humanresources@plastifab.com)

We thank all applicants in advance; however, only those selected for an interview will be contacted.