



Based in Delta, BC (Ladner), Evolution Fulfillment Inc. is a warehousing services provider that offers outsourced order fulfillment and office administration services to brands who target the North American customer.

We are growing and looking to add another **Customer Service Representative** to our team! Do you enjoy working with customers? Have previous experience or exposure in the fashion industry and love working in a collaborative and fun office environment? We want to hear from you! Please check out the below job posting and our website [www.evolutionfulfillment.com](http://www.evolutionfulfillment.com) to learn more about our team.

The Customer Service Representative must be fluent in French and is responsible for the operational excellence and continuous improvement of all brands represented by the CS Department. This includes collaborating with the team members and working and developing a strong relationship with our Brands representatives (i.e. the customer). The candidate must have strong time management, planning and communication skills. Exemplary organizational skills and attention to details are also required for this position.

The primary responsibilities of this area of the position include but not limited to:

- Provide prompt and professional responses to customer calls and enquiries regarding status of orders, shipping times, payment requirements, product availability and all other incoming calls/email.
- Ensure all incoming customer calls or issues are resolved timely and thoroughly with the intent to build ongoing positive relationships.
- Compile daily/weekly inventory and sales reports to the Brand Manager, external Sales Representatives and other administrative departments of the brand.
- Forecast and communicate inbound and outbound product delivery expectations to the Warehouse Manager on behalf of the brands represented.
- Ensure the data integrity of customer orders and inventory in the warehouse management system.
- Effective pre-season preparation and communication of order status to wholesale customers.
- Management of brands returns, and post shipping follow up with customers.
- Work with the Brand Management team to ensure the timely and cost-effective clearance and distribution of remaining inventories each season.
- Manage and organize the sample inventory with the assistance of the Brand Management team
- Responsible for collecting payment from customers (with the accounts receivable team) and resolve invoice and payment related enquiries.

### **Education & Experience**

- Completion of secondary and/or post-secondary education.
- At least 2 years work experience in a Customer Service capacity.
- Background in fashion/footwear distribution is preferred.
- Excellent written and oral communications skills in both English and French are mandatory.
- Excellent computer skills in Microsoft Office (Outlook, MS Word and Excel) and with a Customer Relations Management software system.



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**Requirements**

- Must have excellent telephone skills that includes a pleasant and clear phone manner
- Able to work in a fast-paced environment with a sense of priority for deadlines
- High attention to detail and accuracy.
- Demonstrates a positive attitude and loves challenges
- Enjoys working closely with other team members and open to coaching and mentoring.
- A long-term employee looking to grow with our Company.

**Contact Information:**

Please email your resume and cover letter (.pdf format only) to our Human Resources department at [join.our.team@evolutionfulfillment.com](mailto:join.our.team@evolutionfulfillment.com)

*We would like to thank everyone who applies, but only those applicants under consideration will be contacted. Thank-you for your interest in Evolution Fulfillment!*