

JOB POSTING DETAILS

Employer	Lallemand Inc/Plant Care (Lallemand Inc/Plant Care)	Job Type	RI
Job Title	Customer Service Advisor	Duration	Full Time
ES Job ID	12539	Location	NA
Date Posted	April 22, 2022	Closing Date	May 22, 2022

Job Overview - Description & Duties

Lallemand Plant Care's North American Supply Chain Department is looking for a bilingual Customer Service Advisor to provide exceptional buying experience for Lallemand Plant Care customers by taking care of the whole order process and by assisting customers with questions, complaints, concerns, or any issues that they might have with a product or service. Reporting to the Customer Service Manager, the Customer Service Advisor will maintain high service standards, ensures that the contractual commercial conditions negotiated with the customer are implemented and respected and help promote continued customer interest in the company's products and services.

The candidate is ideally located in Sault. Ste-Marie, Ontario, Canada, OR in Montreal, Quebec, Canada. If the individual is not located in any of these locations, they must be located in Canada and working from home. Any candidate not located in Sault. Ste-Marie, Ontario, must be prepared to travel regularly to Sault. Ste-Marie for at least the first 6 months to facilitate onboarding and training.

The main activities will be as follows:

RELATIONSHIP MANAGEMENT

- Maintains solid customer relationships by handling questions and concerns with speed and professionalism and refers to other departments or technical departments for follow-up as needed.
- Informs sales representatives of the main stages of their order process and of any problem or delay related to an order.
- Monitor incoming customer inquiries (email, CS mailbox, phone, portal).

CUSTOMER ORDER MANAGEMENT

- Receives orders (email, CS mailbox, phone, portal).
- Responsible for ERP (Unix-Lewis) and discount management.
- Manages the order process from receipt and entry of customer order to invoicing, credit card payment processing, delivery, shipping, and follow-up, including the management of all the proper documentation. Communicate prices, shipping dates, etc.
- Manages internal orders for product samples (monitor incoming, determine ship-from location, ship).
- Maintains and organizes customer files (electronic and paper, as needed). Keep accurate records and document customer service actions and discussions.
- Work with trucking companies and brokers to organize freight.
- Ship orders (booking trans., customs documents, shipping documents, other documents (QA)).
- Compile/organize order packages (acts as after "order story" that includes any approvals, shipping receipts, PO's, invoices, etc.).
- Manages return process: organize incoming return shipments, issue credits with approval.

ONBOARDING PROCESS (CUSTOMER)

- Onboard new customers through the onboarding process.

COMPLAINT MANAGEMENT AND TROUBLESHOOTING

- Manages order and logistic related complaints.
- Responds to customer inquiries by telephone or e-mail to provide non-technical problem resolution.
- Resolves most routine and some more complex, non-routine problems and communicates solutions or requested information to the customer.
- Data entry and research as required to troubleshoot customer problems.

RECEPTION TASK & ADMINISTRATION

- Participates in the development of processes, protocols or procedures related to customer service to optimize the organization of work.
- Work with the management team to stay current on products and be informed of any changes in company policies.
- Participates in other departmental duties, such as:
- Month-end financial procedures, as they relate to customer orders.
- Performs miscellaneous administrative duties.

At Lallemand Plant Care, we encourage autonomy, innovation, collaboration; routine is not part of our vocabulary! As we grow, we offer career and professional development opportunities locally and internationally. If you are looking for a challenging job where your opinion is valued and you feel you can make a difference, both in your work and to the environment and society, you have come to the right place.

LALLEMAND

Lallemand is a privately held Canadian company founded in the late 19th century, which develops, produces and markets yeast and bacteria and other ingredients related to microorganisms or their markets. The company comprises 11 business units, each focused on specific applications of yeast and bacteria and with operations around the world. The administrative offices of the parent company are located in Montreal, Canada. Today, Lallemand employs more than 4,500 people working in more than 45 countries on 5 continents. Yeasts, bacteria, fungi: microorganisms have always lived in harmony with plants since their origin and are now recognized for their multiple agronomic benefits. As a world specialist in microorganisms, Lallemand Plant Care carefully selects strains for agricultural use, in order to improve the nutrition, health and productivity of plants.

Joining the Lallemand Plant Care team means collaborating with people who work passionately to develop sustainable, efficient, and clean solutions for agriculture professionals, horticulture, green spaces, and the forestry sector. We are regularly looking to recruit new talent across the globe to help support our commercial, logistical, marketing, production, and research and development efforts.

Required Skills

- College diploma in administration or supply chain or logistics or equivalent.
- 2+ years of experience in a customer service and/or logistics and/or supply chain and/or administrative role.
- Excellent interpersonal, written and oral communication skills in English and French. Bilingualism is essential.
- Ability to provide written communication to customers that free of spelling or grammatical errors.
- Basic level of accounting knowledge.
- Proficiency in data entry.
- Moderate to advanced computer skills (Microsoft 365, ERP/CRM programs).
- Strong ability to learn new computer systems.
- Excellent customer service skills.
- Ability to organize shipments through courier or contracted freight services

Other Requirements

- Self-aware, reflective, and able to learn from mistakes. Shows an ability to learn quickly while on the job.
- Enthusiastic personality and enjoys working with the public.
- Persuasive and reassuring speech with a high level of professionalism and courtesy with internal and external clients.
- Ability to work with multiple personalities and composure with sometimes demanding internal and external clients.
- Excellent work ethic, discretion, and respect for confidential information.
- Ethical and honest.
- Strong organizational skills to be able to keep up with various customer needs and conduct follow-ups in a timely manner
- Strong ability to multitask.
- Adaptability and flexibility to deal with different customers and needs in an efficient manner.
- Problem solving skills, resourcefulness, and sense of initiative.
- Comfortable in a complex and fast-paced environment.
- Good stress management.
- Team player and ability to work effectively with minimal supervision

- Be available to travel but travel is not typically required for this position but may happen on rare occasion.
- Be able to sit for long periods of time.
- Be comfortable to work on a computer for long period of time.

How to Apply

Please submit your resume and cover letter to:

Dominique Lavigne, Organizational Development Partner: dlavigne@lallemand.com

Please take note that accommodations will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

Lallemand is an essential service and can operate during the pandemic with modifications to accommodate social distancing, such as working from home. If a provincial lockdown is in effect, interviews must be held via video conferencing. Otherwise, interviews can be conducted in person or via video conferencing, depending on the situation and the company/candidates comfort level. Lallemand adheres to the provincial and federal Public Health's recommendations on public safety during this pandemic. Staff are equipped with hand sanitizer and face masks and adhere to social distancing protocols at all times. If able to, face masks must always be worn for in person meetings. If unable to wear a face mask, an alternate meeting method will be arranged.