

JOB POSTING DETAILS

Employer	SK Group Inc. (SK Group)	Job Type	RI
Job Title	Customer Service/Reception	Duration	Full Time
ES Job ID	13282	Location	Sault Ste Marie
Date Posted	August 31, 2022	Closing Date	October 7, 2022

Job Overview - Description & Duties

SK Group Inc. is a locally owned and operated business since 1994. We're a dynamic branding company that offers innovative solutions for businesses, schools, events, groups and organizations and leagues and teams. SK Group boasts Northern Ontario's largest full-service apparel, paper and wide format imprinting shop under one roof. We put relationships first, we're technology driven and quality focused. Our team works together to provide the best possible customer experience for our clients through our values of Respect, Passion, Teamwork, Flexibility and Success. We work with a forward motion and the goal of becoming "the" premier provider of full branding solutions in the industry.

Currently we require a Customer Service/Receptionist that is authentic, engaged and enjoys working in a creative environment both independently and as part of a team.

9:00 am to 5:00 pm Monday to Friday with a half hour unpaid lunch.

Benefit plan provided

Job Duties:

- Retrieve phone messages upon arrival
- Answer phones in a courteous manner. Assess and forward incoming calls and messages appropriately
- Be aware of management and sales schedules in order to direct their calls appropriately or book sales appointments.
- Utilize Slack chat when sending messages
- Smile and greet customers when they come through the door and assess their needs
- Provide basic information to customers in person or via phone/email.
- Record sales leads
- Take client product to the production area once it is processed.
- Respond to and notify customers of order status
- Retrieve customer product and record product status
- Process payments
- Send reminders, invoices, statements and follow-up communications to customers
- Handle administrative support tasks
- Order office supplies/services and keep track of them to ensure they're readily available.
- Keep front area clean and welcoming for customers
- Any other duties required by the supervisor

This job answers to the Operations Manager.

Required Skills

The ideal candidate:

- Has completed Grade 12
- Must be computer literate with good keyboarding skills

- Comfortable in a technology driven environment
- Enjoys people and provides excellent customer service
- Has excellent time management & organizational skills
- Ability to maneuver custom software and communication channels
- Dedicated to presenting a professional appearance, demeanor and attitude
- Excellent communication skills and phone manners
- Works well independently and in a team setting
- Enjoys working in a creative environment
- Fluency in Microsoft Office suite an asset

Other Requirements

This person will be the first contact at SK Group whether through phone contact or face to face. If you think you are the right candidate for the position, we look forward to seeing what you have to offer.

How to Apply

Applicants are welcome to submit their resume with two work related references to: employmentsolutionsjobs@saultcollege.ca and quote job #13282

We would like to thank all those who apply but only those selected for interviews will be contacted.