

Job Title:	Customer Service Representative	Job Category:	Delivery / Driving
Location:	1047 26 Street NE Calgary	Route Location:	Calgary
Level/Salary Range:	\$13.50 – \$16 / hr	Position Type:	Full Time
HR Contact:	HR DEPT	Date posted:	2011
Will Train Applicant(s):	Yes	Posting Expires:	2011
Fax or E-mail: (403)276-9963 or info@thecoffeeconnection.ca Subject Line: Customer Rep. Resume Attention: HR Department	Mail: Calgary Human Resources, The Coffee Connection Ltd 1047 26 Street NE Calgary Alberta, T2A 6K8		
Job Description	Customer Service Representative / Delivery Driver		
<p><u>Job Purpose:</u></p> <p>Our Customer Representative position in Calgary offers a set route of satisfied customers. As a Customer Rep. this position involves visiting customers to assess their coffee service needs, placing customer orders for coffee supplies, ensuring customers' coffee equipment is clean. Your responsibility will also include providing excellent customer service, delivering coffee and related products, merchandising and building long term customer relationships. You will be responsible for ensuring that customer expectations and needs are fulfilled to their satisfaction.</p> <p><u>Duties:</u></p> <ul style="list-style-type: none"> -Maintains customers by answering product and service questions; suggesting information about other products and services. -Drives truck to deliver products, brewing equipment, affiliated and miscellaneous supplies to customer's place of business. Cleaning and attention to detail are required in order to keep on loan equipment clean and functioning. -Listens to and resolves service complaints. - Collects or picks up empty containers or unsold or damaged merchandise. - Loads truck with orders that are pre-packed and scanned out of inventory, Cleans inside of truck daily. Performs routine maintenance on truck as scheduled by Operations Manager - Issues or obtains customer signature on receipt for credit or delivery. - Occasionally Participates in special events to promote the company's products and services. - Contributes to team effort by accomplishing related results as needed. - Wear only approved uniforms at ALL TIMES while on the job. - Adhere to all safety rules - be safe on and off the job site. Be cautious and careful when driving. Immediately report any safety violations to a Manager. Never do ANYTHING that puts your safety, or the safety of others, in jeopardy. - Any other duties that National Accounts Managers may assign to you from time to time. <p><u>Skills/Qualifications:</u></p> <ul style="list-style-type: none"> - Customer Service, Coffee Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, , Resolving Conflict, and most importantly a positive attitude. - Valid Driver's License and Clean Abstract - Police Clearance / Bondable 			

Career Level:	Entry Level / Will Train	Years of Exp:	Experience is a benefit.
Please Send Application to:			
Name:	Human Resources	Email:	info@thecoffeeconnection.ca
Phone:	Please email or fax resume	Fax:	403.276.9963
Internal URL:	www.thecoffeeconnection.ca		