

Customer Service Representative

Central Testing Laboratory, LTD.

Winnipeg, MB

About Us:

Central Testing Laboratory, LTD. is a leading agricultural laboratory dedicated to supporting both end-users and producers of feed, food, and water. Our mission is to provide accurate and timely testing services, contributing to the safety and quality of agricultural and biochemical products. We are currently seeking a dedicated and enthusiastic Customer Service Representative to join our team.

Position Overview:

As a Customer Service Representative at Central Testing Laboratory, you will be the first point of contact for our clients. Your role will involve delivering exceptional customer service, managing shipments, and maintaining accurate office records. You will also be responsible for procuring third-party work, processing customer payments, and fostering a positive work environment through personal practices of quality and integrity.

Key Responsibilities:

- Greet clients in a warm and welcoming manner, ensuring a positive first impression.
- Respond efficiently and effectively to client inquiries, providing accurate information and resolving issues promptly.
- Manage shipments, including tracking and coordinating delivery schedules.
- Systematically compile and maintain records of office activities and client interactions.
- Procure third-party work as needed, ensuring timely and accurate completion.
- Process customer payments and handle financial transactions with attention to detail.
- Promote a positive work environment through personal commitment to quality, integrity, and professionalism.
- Close the office daily at 5:00 PM, ensuring all end-of-day tasks are completed.

Qualifications:

- Minimum of 2 years of experience in a customer service role.
- Demonstrated excellence in customer service with a strong ability to manage client relationships.
- High attention to detail with proven organizational skills and the ability to handle multiple tasks effectively.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Ability to adapt to new automated systems and technologies.
- Positive attitude with a strong sense of self-worth and professionalism.

Why Join Us?

- Competitive salary and benefits package.
- Opportunities for professional growth and development.
- Supportive and collaborative work environment.
- Contribution to important work in agricultural safety and quality.

If you are a motivated individual with a passion for customer service and a commitment to excellence, we invite you to apply for the Customer Service Representative position at Central Testing Laboratory, LTD.

How to Apply:

Please send your resume and a cover letter detailing your relevant experience and qualifications to <https://www.ctl.mb.ca/about/careers/> .We look forward to hearing from you!

Central Testing Laboratory, LTD. is an Equal Opportunity Employer.