

JOB DESCRIPTION:

Technical Customer Service Representative

OVERVIEW:

Cascadia Windows & Doors is an innovative manufacturer, creating beautiful architectural fiberglass windows and doors, as well as the Cascadia Clip® cladding attachment system. In response to the company's recent growth, Cascadia's on the lookout for a **Technical Customer Service Representative** to support sales, project management and client service needs.

Reporting to the VP of Sales & Marketing, this role will partner with the project management, installation, and service teams to trouble-shoot service request, provide guidance around maintenance best practices, and strive to ensure client's high-performance Cascadia products perform flawlessly once installed.

GENERAL LIST OF RESPONSIBILITIES:

- Offer a premium customer-service experience via phone, email and in-person interactions, with a focus on solution-oriented support
- Provide timely responses to customer service and maintenance inquiries, qualifying requests, gathering project details and context, providing appropriate options for remediation
- Continually educate customers on installation and maintenance best-practices, as well as technical resources (videos, documents, etc) available from Cascadia
- Travel to project sites, performing onsite product inspections and basic service and maintenance tasks
- Act as point-person between customers and Cascadia service team for projects requiring more extensive, on-site support
- Manage service and installation calendars and prioritize on-site support, with input from the project management, installation and sales teams
- Coordinate logistics of replacement or additional parts and/or materials
- Maintain CRM systems with latest project and customer information
- Coordinate training and educational events targeting Cascadia's contractor and builder clients
- Coordinate with sales and marketing with the creation of service tools to better support clients
- Continuously learn about our products and industry

QUALIFICATIONS:

- 2-4 years of previous work experience in inside sales or customer service
- Strong technical customer service experience, working in a fast-paced industry
- Experience in window manufacturing/installation and/or construction industry is an asset
- Excellent planning and prioritization skills
- Meticulous attention to detail and documentation
- Experience in MS Word, Excel and working with an ERP/CRM system

DEMONSTRATED SKILLS:

- Passionate problem solver, inquirer, learner
- Strong customer orientation; excellent interpersonal and communication skills
- Technical, analytical, and thoughtful; a demonstrated ability to effectively organize and prioritize multiple tasks and activities
- A strong team player, who is ultimately focused on delivering results with high standards
- High-energy, detail-oriented, results-driven, self-motivated individual
- A valid driver's license and access to a vehicle

WHAT WE OFFER:

- An opportunity to make your mark in a well-established but growing company that is focussed on helping the construction industry achieve higher performing buildings
- Competitive salary and benefits program
- Continuous training and opportunities to learn with a knowledge-based company that is at the forefront of the green building movement

The role is based in the head office in Langley, BC, working Monday-Friday. Once training is complete, work schedule and location (in-office / hybrid) will be coordinate with the successful applicant.

To apply, please send resume and cover letter to info@cascadiawindows.com