



# NORSECO



R&D



EXPERTISE



SELECTION

NORSECO is a Quebec-based company that has been active in the agricultural industry for over 90 years and is now one of the largest distributors of vegetable and flower seeds in Canada.

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**DATE :** May 1, 2024

**POSITION :** Customer service clerk, Norseco and W.H. Perron

### **Job description**

Reporting to the customer service manager, the clerk handles customer orders while providing a professional customer service.

### **Responsibilities**

- Take orders over the phone, at the counter or by email.
- Prepare quotations.
- Inform our customers about our range of horticultural products (flower and vegetable seeds, small fruits, herbs, etc.).
- Provide after-sales service (claims, complaints, returns).
- Perform related clerical tasks (order tracking, filing, data entry, etc.).
- Assist sales manager and sales representatives in their tasks.

### **Skills required**

- Bilingualism French and English, spoken and written
- Good knowledge of Microsoft 365 (Excel, Word and Outlook)
- Resistance to stress
- Exemplary customer service skills
- Excellent teamwork skills
- Knowledge of the horticultural industry (an asset)
- Diploma (DEP or DEC) in sales or administration (an asset)

### **Employee benefits**

- Disability, health and life insurance
- Prescription drug and vision care insurance
- Paid leave
- Group RRSP
- Telemedicine service

### **Specifications**

- Permanent position
- Onsite in Laval
- September to May: 40 h/week; May to August: 35 h/week
- Expected start date: August 2024
- Salary: starting at \$20 per hour

Please submit your application by email to : Mélanie Goyette [Melanie.Goyette@norseco.com](mailto:Melanie.Goyette@norseco.com) before June 20<sup>th</sup>.