

Job Title: Customer Service Representative (CSR)

Location: Toronto With Hybrid Remote Options

Company Overview:

We are a leading herbal tincture manufacturing company dedicated to providing high-quality, innovative herbal solutions to improve our customers' well-being. Our commitment to excellence extends beyond our products; we aim to deliver exceptional customer experiences that reflect our passion for natural health and wellness.

Job Summary:

We are seeking a dedicated and enthusiastic Customer Service Representative to join our team. In this role, you will be the first point of contact for our customers, providing exceptional service and support. Your ability to communicate effectively and analyze customer needs will play a crucial role in enhancing customer satisfaction and loyalty. If you are passionate about helping others and highly communicative and solutions-oriented, we want to hear from you!

The role is permanent, part-time.

The part-time component will be determined by the business needs. The starting weekly hours will be 20 hours (5 hours per day, Monday to Friday, within the hours of 9am and 5pm EST). We will check-in and collaborate to assess the workload and hours after you've gotten comfortable, to make any adjustments as appropriate.

We anticipate this role will be fully on-site for the first 3 months, especially as you get trained and oriented with inventory and internal processes, followed by a more flexible schedule where hybrid remote work is likely an option.

Key Responsibilities:

1. Provide outstanding customer support via phone, email, live chat, social media, and any other customer communication funnels.
2. Respond to customer inquiries about products, orders, shipping, and returns in a timely and professional manner.
3. Educate customers on the benefits, uses, and features of our herbal tinctures and related products. Upsell customers as appropriate.

4. Resolve customer complaints with empathy, efficiency, and a solutions-focused approach.
 5. Accurately process orders, exchanges, and refunds.
 6. Maintain detailed records of customer interactions using our systems.
 7. Collaborate with our team to provide feedback and insights from customers.
 8. Stay updated on product knowledge and company initiatives to provide accurate information.
 9. Other duties as required.
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Qualifications:

- Note: Being a herbalist, or a herbalist in training (or similar) is going to be a plus, but is not required. We will train you and give you all the tools and resources you need to succeed in the role.
 - Minimum of 2 years of experience in an administrative role or sales support role, or similar roles that demonstrate similar skill sets.
 - Previous experience in customer service or a similar role, preferably in wellness industry.
 - Exceptionally strong communication skills, both written and verbal.
 - Experience with Microsoft Systems or Google Systems (spreadsheets, documents).
 - A passion for herbal and natural wellness products is a plus.
 - Proficient in using customer service tools and systems.
 - Exceptional problem-solving skills and a positive approach to dealing with complaints.
 - Ability to multitask, prioritize, and manage time effectively.
 - French is an asset, but not required.
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What We Offer:

- Compensation will be \$20-23/hour, depending on experience level
 - Paid personal days, a health spending account, and various company perks
 - Significant autonomy to do as you feel best to achieve your goals
 - Collaborative, supportive, and friendly work environment
 - Growth opportunities
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How to Apply:

Interested candidates are invited to submit their resume in PDF format only, and/or a cover letter in PDF format only (or a 1-2 minute video if preferred instead of a cover letter), detailing their relevant experience. Please include "CSR Application" in the subject line. Please email: csr@perfectherbs.ca - Please note: Any communication outside of this specific funnel will not be considered.