



JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE
PERMANENT POSITION – FULL-TIME

WHO ARE WE?

Are you passionate about customer service and interested in the aquatic field? Join our team! For 36 years, we have specialized in distributing aquatic equipment to a diverse institutional clientele, including sports centres and educational institutions. With the launch of our online store, All Tides, in 2017, we expanded our reach to individual customers and athletes looking for quality products to support their sport.

As a Customer Service Representative, you will be at the heart of our mission: delivering an exceptional experience to our customers through your professionalism, attentiveness, and ability to meet their specific needs. We are looking for someone who thrives in a dynamic environment where boredom is never an option! The selected candidate will join a motivated team working on multiple projects where collaboration is highly valued. You will need to embrace our philosophy, which prioritizes human connection and customer satisfaction above all else.

YOUR ROLE

Under the supervision of the Customer Service Coordinator, your daily tasks will be divided between institutional customer service (Aquam) and individual customer service (All Tides). Working closely with other representatives, your responsibilities will include:

- Responding to customer inquiries about the products offered, considering their needs
- Advising customers on products
- Receiving and processing orders
- Ensuring customer satisfaction and providing quality after-sales service
- Performing other related duties

SKILLS REQUIRED

- High school diploma (DES)
- Minimum of 2 years of experience in a similar role
- Strong communication skills
- Comfortable working in a computerized environment
- Autonomy and resourcefulness
- Excellent command of both French and English (spoken and written)

SUCCESS FACTORS

- Quick learner
- Strong organizational skills
- Adaptability
- Excellent team player

BENEFITS

- Flexible schedule with a hybrid format (on-site in Anjou and 1 day of remote work)
- Gym and showers on-site
- Group insurance plan
- Paid time off during the holiday season and several team activities throughout the year

Aquam is proud to be one of the few companies in Quebec to hold a Training Initiatives Certificate, reflecting our genuine commitment to the growth and well-being of our employees. Here, we firmly believe that growing together is the key to our success!

We look forward to receiving your application at: rh@aquam.com