

Customer Care Specialist Job Posting

Title:	Customer Care Specialist
Reports to:	Customer Care Supervisor
Start Date:	asap
Education Level:	Degree in Business or equivalent experience.
Location:	West 50B Caldari Road, Concord, ON, L4K 4N8
Send Resume to:	Human Resource Manager: cyip@mirion.com
Working Hours:	Full-Time (40 hours per week)
Status:	Permanent

Job Summary:

The Customer Care Specialist is responsible for order processing for factory, distributed goods, and service orders. This is a hands-on role requiring active participation in the day-to-day activities of the department. They will liaison with the Sales Account Managers and Field Support Specialists on a day-to-day basis as well as other departments. The individual will be responsible for coordinating timely deliveries of products and services to the customer with clear and accurate delivery dates and follow-up. They will ensure the accuracy of the data entered into the ERP system and customer requests are handled in a courteous, professional and timely manner as well as facilitate continuous improvement activities that enable the business to enhance the overall customer experience.

Core Duties/Responsibilities:

- Price and deliver quotes to customers.
- Receive, prepare, review, and enter customer orders in a timely and accurate manner into SAP.
- Review orders daily for shipment status and invoicing.
- Process and coordinate flow of product and repair orders from receipt to review, to shipment, to invoicing and payment.
- Work cross-functionally to address, ensure, and enhance customer support and experience across the business.
- Ensure timely and accurate communication with other departments with regards to all specifications, delivery requirements and expectations from the customer.
- Provide support to Customers, Account Managers and Field personnel regarding order status and customer requirements.
- Ensure order reviews are conducted in a timely manner and qualify acceptance of the customer's order.
- Purchase distributed items from Intercompany partners.
- Create work orders and schedule/coordinate field service work with internal and external customers.
- Issue of Return Material Authorization (RMA) and confirmations, sales orders and contracts.
- Issue timely Order Acknowledgement and updated communication to customers.
- Enforce transfer pricing policies with other business units.
- Understand the representative and customer relationship when booking orders with regards to the export control process.
- Proactively identify, implement, and participate in Lean initiatives, continuous improvement, including programs such as Kaizen events, 5S, KPI boards, and visual controls for the department.
- Handle short shipments or mis-shipments.
- Work with accounting and customer for late payments, partial payment, or credits.
- Review orders and reports and maintain and update appropriate spread sheets.
- Cross train in department to be able to handle all types of orders.
- Attend meetings as required – production, customer, special projects, etc.
- Assist in maintaining or creating procedures within the department.
- Work closely with other departments in the Company.
- Maintain confidentiality of the Company's documentation e.g. customer lists, costing data, etc.

- Perform other duties as assigned.

Skill/Knowledge & Other Requirements:

- 3-5 years of Customer Service experience preferably in a manufacturing environment.
- Associate Degree in Business or equivalent experience.
- Prior experience in pricing strategies and quotations.
- Strong computer skills in the Windows environment and Microsoft Office.
- Exceptional oral and written communication skills to communicate effectively with all levels within the organization and with external stakeholders.
- Knowledge of a sales/order entry system (SAP).
- Knowledge of Sales Force/Service Max.
- Excellent math and problem-solving skills.
- Basic knowledge of transfer pricing and accounting concepts.
- Knowledge of domestic/international business community.
- Able to handle multiple tasks with attention to detail.
- Strong writing skills for creating reports, correspondence, requests, and other documentation.
- Good organizational skills are required to plan and coordinate activities and ensure that work is completed accurately on a timely manner.
- Excellent interpersonal skills to communicate effectively and clearly with suppliers, employees and management.
- Exceptional planning ability with strong analytical and interpretive skills.
- Able to build and maintain relationships with corporate departments and externally.
- Able to work efficiently as a part of a team as well as independently.
- Excellent time management skills.

Other Skills/Knowledge:

- Experience working in the nuclear industry or in electronics.
- Experience with Lean concepts.
- Must possess a high level of moral judgment for handling confidential information and monetary transactions.
- Strong conflict resolution skills.
- Effective attention to detail and a high degree of accuracy.
- Strong work ethic and positive team attitude.
- Sound organizational, problem solving, analytical thinking, planning, prioritization, and execution skills.
- Ability to make decisions and multi-task.
- Excellent teamwork and team building skills.
- Experience with agency compliance requirements (UL, CSA, CE).
- Knowledge of French.

Physical Requirements:

- Manual dexterity required to use desktop computer and peripherals.
- Long periods of sitting.

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