

Customer Care Specialist – Mississauga, ON

We are the goba Sports Group and we believe in getting people to Go Outside and Be Active! We provide quality outdoor products for Performance, Team, Recreational and Family Yard activities. We, along with our distribution partners, represent 8 brands in 20 countries including Springfree Trampoline, Athletic Locker, Teva, Hoka One One, Sanuk and tgoma. We are a dynamic and entrepreneurial company that can give you a fun, empowering and positive place to work.

We have a great opportunity working at our RMP Athletic Locker office located at Britannia and Mavis Rd. in Mississauga. This is a full time position. The Customer Service Department is the communication hub of the business ensuring that we deliver on our commitments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide top notch customer service to our customers, including distributors and retailers
- Ensure smooth transition of our products from customer order through to delivery
- Participate in continuous improvement within the department.
- Other related duties as required by the team

WHAT WE'RE LOOKING FOR

- Self-starter with a customer-first attitude
- Ability to communicate clearly and professionally, both verbally and in writing
- Make sound decisions by seeking information through strong listening skills, identifying issues and using information to make good choices
- Quick learner
- Demonstrate a willingness to cooperate as part of a team
- Excellent organizational, problem solving and time management skills
- Accountable and goal oriented, determined to deliver business results

EDUCATION AND EXPERIENCE

- Minimum 2 years' experience in a customer service or sales role
- Intermediate Microsoft Office skills (Excel, Outlook and Word)
- Post-secondary education preferred
- NetSuite experience an asset
- Bilingual French an asset