



CUSTOMER SERVICE DIRECTOR

INNOTEX INC. is a leading designer, manufacturer, and distributor of personal protective equipment and turnout gear for firefighters and first responders. Our commitment to innovation and teamwork has made us the trusted partner for thousands of fire departments across the globe. We have three factories in Quebec, Canada and one in Ohatchee, Alabama.

If you enjoy working in an industry that makes a difference in the field of community protection and security, then we have the perfect role for you. Our rapidly growing team is currently looking for a motivated and dynamic individual to fill the role of **Customer Service Director**.

Reporting directly to the Vice President of Marketing and Communications, you will be responsible for the customer service team. You will interact with internal and external customers as well as the sales team to ensure orders are processed, respond to quote requests, manage pricing, and handle general customer service responsibilities in an efficient, professional, and friendly manner. You will guide and motivate your team to achieve a superior level of service and provide an optimal customer experience. As a leader, you will actively contribute to the company's success and reputation.

This temporary position (maternity leave replacement) is based in Montreal or Richmond (in Estrie).

MAIN RESPONSIBILITIES

- **Team Management:** Lead, supervise, and support the customer service team (three members in Canada and five in the United States), ensuring high customer satisfaction and compliance with internal processes.
- **Training and Support:** Support the development of team members by ensuring they have a strong understanding of processes and procedures. Ensure that orders and customer files are processed within prescribed deadlines and that issues raised by the customer service team are resolved promptly.
- **Continuous Improvement:** Participate in optimizing internal customer service processes and ensure their implementation, including providing training on best practices as needed. Contribute to continuous improvement projects for our customers, particularly during *Dealer Training* meetings, and follow up with the IT team regarding *Dealer Zone* development.
- **Cross-Functional Collaboration:** Participate in weekly cross-functional meetings and work closely with the sales team.
- **Tenders and Quotes:** Oversee the tender process and ensure that the team completes orders within required deadlines.



- **Contracts:** Supervise the management of government contracts and ensure their timely submission.
- **Documentation:** Approve credits and oversee end-of-month processing.

QUALIFICATIONS AND EXPERIENCE

- College diploma or bachelor's degree in a relevant field
- Minimum of 5 years of proven experience in customer service, including 3 years in team management
- Bilingualism (French and English), both written and spoken, to effectively communicate with internal teams and francophone/anglophone partners
- Excellent knowledge of customer service principles and practices
- Proficiency in Microsoft Office Suite and experience with CRM systems
- Experience in a manufacturing environment and a solid understanding of technical products

KEY COMPETENCIES

- Strong customer orientation and ability to adapt to different personalities
- Leadership with a solutions-focused approach
- Excellent teamwork and communication skills to maintain good relationships with various partners
- High level of autonomy, excellent organizational skills, and attention to detail
- Analytical skills to interpret data and propose concrete actions
- Ability to effectively manage priorities and work under pressure
- Dynamism, rigor, discipline, and professionalism

WHAT WE OFFER

- Dedicated and passionate team
- Flexible work schedule and work-life balance
- Competitive salary with bonus



- Group insurance with telemedicine services and a pension fund
- Access to an employee assistance program
- Free parking or public transportation for our Montreal plant
- Possibility of hybrid remote work
- Ongoing training
- Referral program

If this role aligns with your skills and career aspirations, please send your application to our Human Resources department at RH@innotexprotection.com.