



## CUSTOMER SERVICE REPRESENTATIVE

**INNOTEX INC.** specializes in the design, manufacturing, and distribution of personal protective equipment for firefighters and first responders. As a recognized leader in the firefighting and rescue gear industry, we are proud to be the trusted partner of thousands of fire departments worldwide.

Driven by strong values of commitment, innovation, and teamwork, our company continues to grow steadily. We employ over 300 people across three facilities in Quebec (Richmond, Warwick, and Montreal) and one facility in Alabama (USA), with operations in both countries.

If you're looking to grow within an industry that plays a vital role in community safety and contribute to a meaningful mission, join our dynamic and passionate team. We currently have an exciting opportunity to fill: **Customer Service Representative (CSR)**.

### POSITION OVERVIEW:

As Customer Service Representative (CSR), you will work closely with other members of the customer service team and interact with both internal and external customers, as well as the sales team to process orders, assist with customer quotes, bids, pricing, and carry out the general responsibilities of the role by providing rigorous and professional service. In addition, this position offers the opportunity to manage one of our key projects for major clients. This position is remote and is reporting directly to the Director of Customer Service.

### WHAT YOU WILL DO:

- Manage and coordinate the measurement-fitting project for direct accounts.
- Act as first line of support to assigned sales representative and dealers serving the Quebec and Maritime territory.
- Receive, process, and verify the accuracy of customer orders, and ensure follow-up.
- Respond to customer inquiries regarding prices, products, tender projects, etc.
- Respond to basic technical questions from customers.
- Prioritize and follow up on customer orders and cases (production lead times, delivery, returns).
- Resolve issues, facilitate solutions, and enhance the overall customer experience.
- Manage customer cases: coordinate, document, and inform stakeholders to ensure timely and effective resolution.

### WHAT YOU NEED:

- Bilingualism (English and French), both written and spoken



- Technical degree (DEC) in Administration or equivalent experience
- 3-5 years of experience in Customer Service in a B2B environment
- Working knowledge of CRM systems
- Excellent knowledge of the MS Office Suite
- Willingness and ability to travel to Richmond and Montreal, Quebec 2–4 times per year for team meetings

### WHAT YOU MUST DEMONSTRATE:

- **Interpersonal skills:** strong ability to communicate effectively with various partners to build and maintain excellent relationships and engage them in project execution or problem-solving.
- **Customer satisfaction:** ability to adapt to and interact with diverse personalities
- **Organization and structure:** Ability to plan, organize, coordinate, and monitor the progress of various project stages while managing multiple tasks or projects simultaneously within tight deadlines.
- **Team player:** ability to actively contribute to team goals, build strong work relationships, and support cross-functional collaboration
- **Resilience and perseverance:** ability to stay calm, focused, and functional in the face of adversity or change

### WHAT WE OFFER:

- Stimulating and people-centered work environment
- Passionate and committed team
- Flexible schedule and work-life balance
- Competitive compensation
- Pension plan
- Group insurance plan with telemedicine services
- Access to an Employee Assistance Program (EAP)
- Ongoing training and development

If this role aligns with your skills and career aspirations, please send your application to our Human Resources team at [RH@innotexprotection.com](mailto:RH@innotexprotection.com).