

Customer Support Representative

Rise to the challenge... International Water-Guard Industries Inc. (IWG) is the dominant supplier of flight qualified water treatment equipment to the corporate jet market, and the developer of the patented aircraft circulating potable water system. IWG is seeking a flexible, motivated individual who is able to succeed in this fast paced, challenging and closely regulated industry.

Responsibilities:

Reporting to the Customer Support Manager, and within the requirements of the Aerospace Industry, the duties of the Customer Support Representative include:

- In coordination with the Customer Support Manager, ensuring that customer needs are met;
- Issuing Return Authorization numbers to customers, preparing documentation for arrival, repair, and shipping of aircraft water treatment units, including tear down reports;
- Maintaining accurate records and quality assurance documentation, and
- Such other duties and responsibilities that may be assigned by the Customer Support Manager.

Requirements:

Among the qualities the Customer Support Representative requirements are:

- Strong customer service and organizational skills;
- An attention to detail;
- The ability to multi-task and coordinate several unrelated shipments;
- The ability to handle occasional high pressure situations;
- A desire to promptly respond to customer needs; and
- A strong desire to meet commitments

The successful candidate will have:

- Experience/Education: A minimum of two to three years related work experience or 6-month equivalent combination of education and experience.
- Language Skills: High verbal and written fluency in English (2nd language would be an asset but not required).
- Computer Skills: MS Office (Excel, Word), Outlook, and Windows proficiency is mandatory.

If this advertisement describes you, please forward your resume along with a cover letter to:

Gerald Eiers
VP & General Manager
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Burnaby, BC V5J 5G5
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IWG is committed to the principle of equal opportunity in employment.
We thank all applicants, but only those candidates selected for interviews will be contacted.
No phone calls or agency solicitations will be accepted.