



JOB OFFER

Customer Service Representative

Job Title: Customer Service Representative

Location: Longueuil

About Us

At Contact Delage, we are a recognized leader among manufacturers' agents in the fields of electrical solutions, lighting, and control. Our mission is to provide our clients with excellent service, high-quality products, and innovative solutions. With a presence in Quebec and the Ottawa region, we collaborate with renowned manufacturers and serve a prestigious clientele including distributors, contractors, engineers, architects, designers, and more.

Your Role

Under the supervision of the Customer Service Department team leader, you will play a key role in ensuring customer satisfaction by delivering professional, efficient, and personalized service.

Key Responsibilities

- Receive and process customer inquiries, providing accurate information on prices and products.
- Coordinate customer needs with our internal resources or with our manufacturing partners.
- Seek tailored solutions to meet the needs of clients and partners, demonstrating initiative and thoroughness.
- Follow up attentively to ensure customer satisfaction and loyalty.
- Perform any other related tasks to support the team and organization.

Skills and Qualities Sought

- 3 to 5 years of experience in customer service or inside sales, ideally in the electrical and lighting sector.
- Excellent communication skills in both French and English (bilingualism is essential).
- Strong organizational skills, ability to prioritize, and autonomy.
- Punctuality and professionalism.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Sales orientation and customer satisfaction focus.

Why Join Contact Delage?

We take pride in being a leader in our field, thanks to our dynamic and highly skilled team. By joining our company, you'll benefit from:

- A stimulating and friendly work environment.
- A passionate team committed to excellence.
- Access to cutting-edge products and innovative solutions.
- Opportunities for professional development within a growing company.
- Several social benefits.

Our offices are located in Longueuil, Quebec, and Ottawa, along with an 8,300 sq. ft. warehouse, allowing us to efficiently serve markets including residential, commercial, institutional, and municipal sectors. Our strong relationships with suppliers and our network of distributors position us as a key player in the electrical industry.

Interested? Please send your resume to: rh@contactdelage.com

We look forward to meeting you!

The Contact Delage Team