



Cedar Grove Roofing Supply

We are currently seeking a dedicated and talented, Part Time **Customer Service/Office Assistant** in our Courtenay location to continue to support the growth and continued success of our business. This expansive role is an excellent opportunity for someone who thrives in a position requiring a passion for customer service, strong organizational skills, and the ability to multitask. This Part Time position of 30 hours per week (5X 6 hr days) and may increase in hours during busy times to 8-hour days. \$19 - \$21/hr depending on experience.

Answering directly to the Branch Manager, responsibilities for this role include:

- Handling incoming calls and customer walk-ins from roofing contractors and homeowners
- Dealing with customer inquiries and order taking
- Coordinating delivery of orders
- Processing of incoming and outgoing paperwork, including file maintenance
- Acting as a resource to contractors, and providing assistance to customers by aiding/guiding customers where required
- Handling Cash and Credit Payments, deposit preparation
- May be left alone while Branch Manager works outside Branch for short periods (1 hr at a time or so)

The ideal candidate for this role will possess the following background, education, and experience:

- 3 – 5+ years of excellent customer service and administrative office experience ideally in a fast paced industrial/commercial environment
- Direct and candid communication style with the ability to effectively work with a wide range of people and personalities
- A proven self starter who can work independently without supervision as well as someone who enjoys the challenge of working in a high activity, small team environment
- A quick learner with experience with MS Office including Outlook, Excel, and Word
- Excellent organization skills with the ability to effectively manage changing priorities
- Detail oriented, good with numbers, dependable, and reliable
- Ability to work in a fast-paced setting requiring initiative, especially during our busy season (April – Sept). Our hours of operation are Monday to Friday 7am – 3:30pm. Candidates must be available to start at 7am.

We will provide training for this role and offer a fun and exciting teamwork environment along with a competitive salary.

If you are interested in this exciting position, please review our website at www.cgrs.ca to find out more about our organization. If you are still interested, we invite to submit a cover letter and resume, outlining why you feel you are an excellent fit for this role, in confidence to: hrd@cgrs.ca.

We follow all PHA and WorkSafe recommendations for Covid safety.

We thank you for your interest in this position, however only candidates who are considered for an interview will be contacted. NO PHONE CALLS OR WALKINS PLEASE. Our process will be for our manager to contact selected candidates for interviews.

This position is open to Canadian Citizens and Permanent Residents, currently we do not sponsor candidates. Candidates must be available for in person interviews.



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