



## **Inside Sales and Customer Service Representative**

### **Attention Sales and Customer Service Super-Stars!**

Are you a customer-oriented individual with high attention to detail? Are you interested in getting your foot in the door at a growing and successful company? Do you thrive in a fast-paced, team-oriented environment? Are you interested in learning about Supply Chain, Sales and/or Produce Industry?

If you've answered yes to any of the above, then Gambles might be the right fit for you!

### **Who are we?**

At Gambles, produce is everything. Our business provides of the widest assortment of top quality fruits and vegetables for the wholesale, foodservice and retail sectors. With a history dating back to the early 1900's, Gambles has grown and evolved in to one of the largest produce wholesalers in all of Ontario. Our goal is to not only be the supplier of choice for all of our customer's needs, but an employer of choice for "top talent" candidates and employees.

*Integrity, Respect and Teamwork* are the values we strive to demonstrate in our culture at Gambles. It is these values that drive every aspect of our business, especially with our people. Our people are the backbone of our business, which is why we are continuously looking to develop our people and bring super-stars onto our team!

### **Job Description**

As an Inside Sales and Customer Service Representative you will be interacting via phone and email with our customers to complete their orders and resolve any problems that may arise. You will be working with a fantastic team in a fast paced environment in the offices of the Ontario Food Terminal – located in Etobicoke at 165 Queensway. This position is full-time and will require flexible working hours, which includes weekends, in order to suit the needs of the business.

### **Responsibilities**

- Process Customer orders via phone, fax, email, online ordering (internal systems);
- Investigate/Resolve customer complaints
- Support key account management by effectively communicating with customers through all appropriate methods (verbal, listening, writing, presenting);
- Complete daily allocations of customer orders;
- Purchasing local commodities;
- Communicate and work with buyers to meet customer product demand;
- Monitor Daily Sales and Inventory;
- Manage Daily/Weekly Pricing;
- Manage communication and documentation for customer base;
- Other projects and duties as assigned.



## Qualifications

- High School Diploma (Post-secondary education in business an asset);
- Proficient in MS Office;
- Strong ability to operate collaboratively in a team environment as well as work independently;
- Able to handle all customers in a friendly and professional manner;
- Able to work in a fast paced environment while ensuring speed and accuracy;
- Must be adaptable to changing priorities;
- Must be flexible with availability to change shifts as required;
- Knowledge of fresh produce industry a definite asset.

## Competencies

- Strong interpersonal skills for interacting with external & internal vendors and customers.
- Ability to manage competing priorities and meet deadlines.
- Exceptional English verbal and written communication skills.
- Ability to type fast and free from error.
- Detail-oriented, well organized.
- Ability to readily adapt in a changing environment.
- Professional and able to handle confidential material.
- Ability to work in a team environment as well individually.

*Please send resumes to: [jobs@goproduce.com](mailto:jobs@goproduce.com)*

*We thank all those who apply for their interest but only those selected for an interview will be contacted.*

*Please note that Gambles Ontario Produce Inc., is an equal opportunity employer located in a heritage building with our main office at 165 The Queensway, Suite 240. During the recruitment process, if you require any accommodation please reach out to [accessibility@goproduce.com](mailto:accessibility@goproduce.com) request the required arrangements.*