

JOB TITLE: Operations & Customer Service Representative (Full Time)

REPORTS TO: Daisy Aldaba, Managing Director

DEPARTMENT: Operations Department

JOB SUMMARY

We are seeking a full time Operations & Customer Service Representative who wants to join a fast paced, leader of the Trade Show industry. If you are successful in this rewarding position there is room to grow.

PRIMARY TASKS AND RESPONSIBILITIES

- Respond to customer inquiries and requests via telephone and email
- Process exhibitor orders on a daily basis
- Enter data with accuracy and efficiency
- Communicate with customers via phone and email
- Clerical work involving customer orders
- Problem solving with patience and the ability to be resourceful to address a customer's needs
- Strong multi-tasking skills to handle customer requests for multiple events
- Preparation of materials and supplies that need to be sent to a tradeshow site
- Gather customer feedback and share it with the Account Manager

KNOWLEDGE AND EXPERIENCE

- At least 1 years experience in Customer Service
- Basic computer skills
- Must be well organized, reliable and a quick learner
- Contribute as a valuable team member
- Independent, self-starter
- Proficient and accurate with a strong attention to detail
- Professional and courteous with all customers including those who may be more demanding
- Positive and enthusiastic personality and attitude
- Ability to prioritize tasks and manage time efficiently
- Excellent verbal, written and listening English communication skills

We follow the Provincial Health Orders for BC and fall under Gathering and Events. Therefore we ask for Proof of (double) Vaccination (Covid) with BC Vaccine Card

Interested individuals should submit a current resume and cover letter to Daisy Aldaba at daldaba@levyshow.com