

JOB TITLE: Customer Service Agent

TERM: Full-time

LOCATION: Calgary, AB

APPLICATION SUBMISSION DEADLINE: Open until filled

BigSteelBox – Canada’s most diversified shipping container company – is looking for a **Customer Service Agent** to join our team in **Calgary, AB**.

This is a full-time position, working Tuesday to Saturday, 8:00 a.m. – 5:00 p.m. We are looking to have the right person join our team as soon as possible. This permanent, full-time position offers a competitive base salary, profit-sharing plan benefits after three months, and a company-matching RRSP program.


At BigSteelBox, we help customers with moving and storage solutions while providing outstanding service every step of the way. If you enjoy helping people, staying organized, and working in a fast-paced environment, this could be the role for you.

THE EXPERIENCE AND QUALIFICATIONS WE ARE LOOKING FOR:

- Minimum Education: Grade 12
- Two or more years of direct work experience in customer service. Sales experience is considered an asset.
- Proficiency in computer/communication skills: Phone, Email, Outlook, Word, and Excel

WHAT YOUR PRIMARY RESPONSIBILITIES WILL BE:

- Answering calls or Queue time to support the contact centre and stores
- Adhere to and uphold the company’s health and safety program, fostering a strong safety culture.
- Support Regional Account Managers with day-to-day administrative tasks
- Prepare and process order documentation
- Maintain and update customer account information
- Nurture relationships with existing clients.
- Ensure accuracy and completeness of all data and records
- Organized and reliable administrative support
- Coordinates deliveries, pickups, and moves of BigSteelBox units.
- Complete orders and help with walk-in customers and sales
- Provide expert storage advice and information.
- Stay knowledgeable about BigSteelBox products and services.
- Answering calls or Queue time to support the contact centre and stores
- Deliver exemplary customer service to clients, drivers, and suppliers.
- Work with key account holders with moving and storage needs.
- Attend weekly service coaching meetings and monthly sales and service team meetings.
- Manage local Dispatch calendars when required
- Assist in all other store-related duties as required.
- Maintain and file accurate paperwork, records, and reports.

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- A decorative graphic consisting of a horizontal line that starts blue on the left and transitions to yellow on the right, ending in a blue arrowhead pointing to the right.
- Assist 3rd party vendors with required paperwork when required
 - Assist all Drives with required paperwork when required
 - Exhibit a positive work ethic, attitude, and professional image to all.
 - Align work practices and interactions with corporate values at all times.

Please note: This position may take on Sales responsibilities in the future.

REQUIRED SKILLS/CORE COMPETENCIES:

- Accountability - Takes personal ownership and responsibility for the quality and timeliness of work
- Adaptability - Adapts and responds to changing conditions, priorities, technologies and requirements
- Analytical Thinking - Applies systematic, logical reasoning when addressing problems
- Communication - Expresses and transmits information verbally and written, with consistency and clarity.
- Decision Making - Makes concrete, well-informed and thought out decisions that support the overall organization.
- Networking and Relationship Building - Effectively builds constructive, friendly, professional relationships with customers and colleagues
- Planning and Organizing - Accurately estimates duration and level of difficulty of tasks and projects, setting out goals and objectives and work plans to complete.
- Problem Solving - Uses logic and analytical methods to come to realistic solution.
- Results Orientation - Possesses the ability to focus on desired outcomes, and the means by which they are achieved,
- Service Orientation - Provides superior service to both internal and external customers.
- Teamwork - Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.

HOW TO APPLY

No phone calls, please. We thank all applicants in advance, however, only those selected for an interview will be contacted.