

Customer Service Representative (In-Person)

Location: Brampton, ON

Job Type: Full-Time, Permanent

Salary: between \$50,000/year and \$55,000/year

Start Date: As soon as possible

Reports to: Operations Manager

About Frankensolar Americas

Frankensolar Americas is a leader in solar energy products, distribution, design, engineering and renewable energy equipment. We supply high quality products from the world's top manufacturers, making us the trusted partner for solar installers and project developers across Canada and beyond. With over 30,000 solar projects supplied nationwide, we are active in every province and territory, helping to power Canada's clean energy future.

The Opportunity

We are looking for a **Customer Service Representative** who is enthusiastic, detail-oriented, and passionate about renewable energy. This role is ideal for someone who enjoys working in a team, takes initiative and ownership of their responsibilities, and is committed to delivering excellent service.

You will work closely with our Key Account Managers and internal teams to support customers, process orders, and ensure a smooth and professional experience from start to finish.

Growth Opportunity

At Frankensolar Americas, we believe in recognizing and nurturing talent. This role offers significant growth potential for the right candidate. We are looking for someone who is not only passionate about customer service but also ambitious, self-motivated, and driven to succeed. The ideal candidate will take initiative, demonstrate leadership qualities, and consistently deliver results.

As you grow into the role and prove your capabilities, there will be an opportunity to step up into a **Team Leader** position. We are committed to supporting your professional development and providing a clear path for advancement within our organization.

Key Responsibilities

- Deliver outstanding customer service and foster positive relationships with clients via phone, email and in person.
- Assist walk-in customers with product inquiries and payment processing.
- Respond promptly to emails, phone calls, and messages.
- Accurately enter and update customer and orders information in our system, **Microsoft Dynamics 365 Business Central**.
- Coordinate with logistics to ensure accurate shipping and timely delivery.
- Keep customers informed about stock levels, order status and delivery timelines
- Provide weekly updates on open orders and proactively communicate stock levels.
- Process returns, replacements, and shipping claims in collaboration with the shipping team.
- Support Key Account Managers and Procurement with inventory and order tracking.
- Handle online shop orders and maintain digital records of outgoing inventory.
- Reconcile freight invoices with accounting and communicate discrepancies internally and to customers.
- Participate in training and development opportunities to grow your product knowledge and customer service skills

What you bring:

- 2+ years of customer service experience (preferably in a technical or distribution setting).
- Strong communication, organizational, and multitasking skills.
- A proactive mindset with a strong sense of ownership and accountability.
- Ability to work well in a team and independently.
- Proficiency in Microsoft Office (Word, Excel, Outlook).
- Experience with Microsoft Dynamics 365 (NAV) or Business Central is an asset.
- Basic understanding of accounting and logistics processes.
- A college diploma or bachelor's degree in business, engineering, or a related field is preferred.
- Native / bilingual or full professional proficiency in English Language

Why Join Us?

- Competitive salary
- Performance bonus package based on annual objective achievement and company performance
- Fully comprehensive benefits program after 6 months of employment (Medical, Dental, Medicine, life, Disability)
- Paid time off
- Sick and Bereavement Days
- On-site parking

- Opportunities for personal and professional development
- A fun, engaging, and supportive work environment
- Flexible Work Schedule
- Monday to Friday
- 8-hour work-day shifts
- In-person at our Brampton, ON location

How to Apply

If you're ready to be part of a growing industry and a dynamic team, we'd love to hear from you. Please submit your resume and a brief cover letter outlining your interest in the role.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.