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Advanced Inc. is a leading Audiovisual and Collaborative Communications company working with corporations, government agencies, healthcare and educational organizations throughout Canada and beyond. Dedicated to innovation in technology and services, Advanced has a strong set of businesses aligned to meet today's needs.

The company offers SMART board and videoconferencing solutions in addition to complete integrated systems, rental and staging of high impact displays, repair and maintenance, value-added integration services including design and engineering, installation and audiovisual consulting.

INTERNAL CUSTOMER SERVICE & SUPPORT REPRESENTATIVE

The Role

As an Internal Customer Service and Support Representative, you will be joining a fast paced sales environment receiving a consistent level of inbound sales orders and customer requests. The successful individual will play a key role in a team based environment that is focused on delivering a superior customer experience. Reporting to Team Leader of Internal Support, key responsibilities include but are not limited to:

- Accurate processing of customer orders/sales order entry including providing customers with estimated delivery dates, tracking information and proof of delivery.
- Field inbound calls and emails from customers, qualifying requests and taking next steps to address. This could include sending product related information, providing first line technical support or passing the information to an appropriate team member for follow up.
- Send customer quotations on behalf of account team as needed
- Schedule and organize onsite installations for a select group of customers
- Creating a daily action plan (prioritizing leads and actions for the day)
- Attend weekly sales meetings and ensure assigned tasks are completed
- Maintain effective communication with other Departments to ensure customer is satisfied.

The Candidate

The successful individual will have the following qualifications:

1. University or College Degree / Diploma
2. Minimum 2 years of customer service or internal sales experience in the areas of Audiovisual, IT or Consumer Electronics.
3. Excellent communication and interpersonal skills. Ability to speak fluently in French is an asset.
4. Must be able to multi task in a fast paced, customer centric environment in addition to working flexible hours if needed.
5. A customer focused attitude and ability to solve customer problems.
6. Basic computing skills and ability to understand basic business mathematics, including percentages and margins.

We offer a compensation package commensurate with candidate's knowledge and productivity and comprised of base salary plus performance bonus in addition to a company benefits plan.

Please email your resume to info@advanced-inc.com

For additional company information, please visit www.advanced-inc.com / www.advanced-education.com