

## CUSTOMER SERVICE REPRESENTATIVE WANTED

**Polycorp Ltd.** is the industry leader in the design and manufacture of engineered polymer products for a global Customer base in the Mining, Rail and Protective Linings industries.

Based in Elora, Ontario, Polycorp offers employees competitive compensation, excellent benefits and a collaborative team environment. The Company is less than a 30 minute drive from Guelph or Kitchener-Waterloo.

The Company offers:

- Competitive compensation
- One of the **best benefit and pension programs** in the area
- Staff appreciation events
- Education assistance program
- Awards program

We are looking for a Full Time **Customer Service Representative** to join our Team. The successful candidate will be responsible to provide thorough, accurate and timely responses to all Customer inquiries and manage Customer orders with a goal to maximize current and future sales opportunities.

### Duties include:

- Providing timely quotations to inquiries using provided Polycorp templates and if needed gather feedback from Sales and Engineering for correct product requirements and designs.
- Order Processing- Review Customer purchase orders on receipt for accuracy and process accordingly.
- Planning- Provide input to Forecasting and Budgeting and delivery performance

### Skill and Abilities:

- Completed High School Diploma and/or equivalent work experience
- Computer literacy; Microsoft Office, Materials Requirements Planning (MRP) software (Syspro)
- Strong interpersonal, communication and organizational skills
- Technical aptitude and ability to comprehend Customer drawings
- Basic knowledge of rubber compounds

Please send cover letter and resume to [careers@poly-corp.com](mailto:careers@poly-corp.com) with **Customer Service Representative** in the subject headline.

*Polycorp places top priority on health and safety and AODA compliance. Accommodations provided upon request.*