



Catalyst Sales and Marketing
6957 Chebucto Road
Halifax, Nova Scotia
B3L 1M6 Canada

Customer Care Specialist

Catalyst: A sustainable marketing & sales company.

From the products we represent to the relationships we foster; our team is about the future. Servicing the electrical wholesale, lighting, and renewable energy industries in Atlantic Canada, we take pride in excellent customer service, maintaining strong relationships, supporting and understanding our local markets, and being a leader in our industry.

Purpose of the position

Work with our sales team to provide optimal customer service to our customers. You will be responsible for growing, maintaining, and bettering our customers' experience through fast and effective customer service.

Who We're looking for

We are looking for a hardworking, creative, curious and an enthusiastic individual who enjoys interacting with customers and going that extra mile to ensure customer satisfaction. This individual will want to help maintain the highest-level of customer satisfaction in every area of our business. They are data-driven, self-motivated, and able to work independently or in a team setting. They ideally have customer service experience and a desire to continuously innovate and improve.

What we offer

- A results-only work environment (the balance of both independence and accountability).
- Opportunity for continuous learning and development.
- 5-day work week with flexible hours.
- Opportunities to advance.
- A positive and progressive company culture.

Responsibilities

- Maintain customer relationships by handling questions and concerns with speed and professionalism via e-mail and/or telephone.
- Work with team to improve customer experience and customer satisfaction by working on and improving our internal customer service processes.
- Data entry and research as required to troubleshoot customer problems.
- Support our sales team in business development through customer management.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication

Working Conditions

Must be able to work from home or a suitable location of choice.

- Flexible vacation days with a progressive management team.

Website: catalystsales.ca
Instagram: [Catalystelectric](#)
LinkedIn: [Catalyst Sales & Marketing](#)



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- Comprehensive benefits package.
- Monthly cellphone stipend.
- Paid mileage.

Requirements

- Post secondary degree (or in process of obtaining) or equivalent work experience.
- Excellent communicator.
- Customer orientation and ability to adapt/respond to different types of characters.
- Strong phone contact handling skills and active listening.
- Familiarity with CRM systems and practices.
- Ability prioritize and manage time effectively.
- Office 365 skills

Considered an Asset

- Experience in customer service.
- Knowledge in renewables, lighting, or electrical products
- Experience in process improvement

Job Type: Full-time

Required language: English

Compensation: Based on experience

Job Location: Nova Scotia

To apply: Send your resume and cover letter to taylor@catalystsales.ca.