

Customer Service Representative – Bilingual French – Job Posting

Guelph based

If you are passionate about delivering exceptional customer service, building lasting client relationships, and helping customers succeed, this Customer Service Representative role offers a rewarding opportunity to make a meaningful impact. You'll be part of a collaborative and supportive team where your dedication to customer satisfaction truly matters.

Royal Brinkman Canada Inc. is a subsidiary of Royal Brinkman International, a 140-year-old family-owned company based in the Netherlands and a leading supplier to the professional greenhouse horticulture sector. The organization is committed to supporting entrepreneurs in protected horticulture while contributing to a more sustainable future. https://youtu.be/YFj_haaUDhs

As a customer-focused organization, Royal Brinkman Canada Inc. is seeking a Bilingual (French) Customer Service Representative to support the Kingsville/Leamington region on a full-time basis. In this role, you will work closely with growers across a range of horticultural environments—including greenhouse vegetables, ornamentals, nurseries, and mushroom operations—providing tailored solutions, responsive service, and hands-on support to help customers achieve outstanding results.

Responsibilities:

1. Customer Relationship Management & Sales Support

- a. Builds and maintains customer relationships and supports new client development by identifying customer needs and potential sales opportunities during customer interactions.
- b. Identifies sales opportunities and insights based on customer, CRM, market, and sales data.
- c. Screens new customers and prospects for potential, forwards qualified leads, and flags required follow up actions assisting customer relationship management.
- d. Supports customer relationship management, including the scheduling, preparation, and follow-up of customer meetings, and the collection and sharing of up-to-date customer and product information.
- e. Completes post meeting actions, including the preparation, verification, and confirmation of quotations and order confirmations for accuracy and completeness.
- f. Independently conducts telephone sales for designated customer groups as directed by the Manager.

2. Order Management & Customer Service Delivery

- a. Processes customer orders accurately and professionally in the ERP system, in line with company policies and standard operating procedures (SOPs).
- b. Monitors and follows up on customer orders, confirms deliveries, resolves delivery issues, and communicates proactively with customers and Account Management regarding changes or disruptions.
- c. Communicates directly and proactively with customers and Account Managers, handles customer complaints professionally, ensuring first call resolution and customer satisfaction, escalating complex issues to lead if needed.

3. Cross-Functional Coordination & Operational Support

- a. Collaborate with internal departments (Logistics, Finance, and Procurement) to fulfill customer needs.
- b. Coordinates operational actions, including stock availability checks, delivery ETA requests, financial hold resolution, special terms approval, Ship-To setup, sample purchase orders, and freight quote requests.
- c. Provides proactive support and partners with assigned Account Manager to achieve agreed sales results, contributing directly while ensuring effective coordination and follow-through.
- d. Actively supports the scheduling, preparation, and follow-up of customer meetings, personally gathering, refining, and sharing up-to-date information required for customer interactions, negotiations, and complex product requests, while guiding consistent team execution.
- e. Ensures post-meeting follow-up is completed accurately and on time, including the preparation, verification, and confirmation of quotations and order confirmations for correctness and completeness.

4. Data Accuracy & Continuous Improvement

- a. Maintains accurate and complete customer and sales records in the data system.
- b. Continuously evaluates customer service processes, identifies improvement opportunities, and escalates recommendations to the Manager for review.

Education & Certification Requirements:

The minimum requirement is a high school diploma or equivalent. Post secondary education is preferred, such as; a bachelor's degree in business administration, Sales, Marketing, or a related

field. Strong verbal and written communication skills in both English and French are required. The role requires good computer literacy, including CRM, ERP (Sage 300), Power BI and Microsoft Office, supported by relevant product, market, and organizational experience.

Physical Requirements:

The Customer Service role is office-based and requires the ability to sit or stand for extended periods, work at a computer, and frequently use standard office equipment such as keyboards, screens, telephones, and headsets. The role requires repetitive hand and wrist movements, visual focus on screens and documents, and the ability to communicate clearly in person, by phone, email or text. Occasional movement within the workplace is required, including walking, reaching, and light lifting (generally up to 5–10 kg / 10–25 lbs).

Additional Information:

- Work Schedule: Monday to Friday
- Flexibility: Willingness to work flexible hours during peak season as required.
- Not a remote position

Our Benefits:

- 3 Paid Sick Days,
- 10 Paid Holidays
- Company Paid Medical Benefits, Dental, Life Insurance
- Long-Term Disability Insurance
- RRSP Program with Company Match
- Ongoing Training and Learning opportunities

Competitive wage rate with qualifications and experience. References required.

Please send resume with a cover letter to: careers@royalbrinkman.com or apply through Indeed.

Royal Brinkman Canada Inc. is committed to fostering an inclusive and accessible environment where all employees and applicants feel valued, respected, and supported. We encourage applications from individuals of diverse backgrounds and experiences. Accommodation is available upon request throughout the selection process to ensure equitable opportunities for all candidates.

Job Types: Full-time, Permanent, work in office

Pay: \$24-26/per hour