



Client Service Representative

Company Description

We are looking for a Client Service Representative to join our team on a Full-time basis. As an industry leader in service and quality, we are always aiming to go above and beyond our client's expectations. We offer a wide range of services including Camera Equipment, Lighting and Grip gear, Package Trucks and Motion Control Robots. These services, along with our unique Studio facilities, make 2D House one of the most turnkey production service companies in Toronto, providing our client's the tools to excel on set and reduce their carbon footprint.

About The Role

As the primary liaison between our company and clients, the Client Service Representative plays a pivotal role in facilitating rental orders at 2D House. This position entails direct communication with producers, technicians and other clients, assisting in account setup, order placement and occasional tech support. Client Service Representatives provide insights on equipment usage and availability to multiple clients simultaneously all while maintaining client satisfaction. 2D House holds our client relations with the highest regard and strives for an exceptionally high standard of dialogue and support.

Responsibilities

- Answer incoming phone-calls and emails, assisting clients with equipment inquiries.
- Enter orders, generate quotes, and invoices accurately and promptly.
- Track and maintain client accounts.
- Process lost or damaged equipment reports to clients.
- Coordinate POs for sub-rentals from other vendors (procurement, price revision, correspondence)
- Maintain accurate records in the computer system and paperwork backups.
- Address customer concerns promptly to ensure satisfaction.
- Stay abreast of advancements in equipment and technologies, leveraging this knowledge to provide informed assistance to customers.

2D House Inc.

230 New Toronto Street, Unit #1
Etobicoke, ON M8V 2E8

+1 416.800.2193
2dhouse.com



Client Service Representative

Qualifications

- Exceptional communication skills, including written and verbal abilities.
- Exceptional interpersonal abilities.
- Skilled problem solver and effective team player.
- Strong customer service skills and experience dealing with customer inquiries.
- Familiarity with rental equipment software preferred.
- Proficient in motion picture camera equipment, lighting, and specialized gear.
- On-set experience in camera or lighting roles is considered an asset.

What We Offer

Start date: Position available immediately

Job Type: On-site full time. 9AM to 5:30PM Monday to Friday.

Location: 230 New Toronto Street, Unit 1, Etobicoke, M8V 2E8

Compensation: Starting at \$48,000/year

Optional benefit packages and matched RRSP contributions available after three months of employment.

2D House Inc. is a growing business that continually strives to adapt to an ever evolving industry. We offer a variety of internal growth, learning and team building opportunities to our staff including multi-departmental training, assistance with passion projects and company wide extra curriculars.

Please send your resume and CV to hr@2dhouse.com, with the subject line 'CSR'. While 2D is an equal opportunity employer only prospective candidates will be contacted.

Thank you for your consideration.

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