



Customer Service Representative

Job Description

We are looking for experienced people to join our team on a Full-time basis. We focus on innovation and pride ourselves on the best customer service possible. Our goal is simply to create a portal for customers and clients to feel comfortable, confident, and happy with their equipment rentals. 2D House Inc. is also making strong efforts to reform industry practices with a focus on environmentally friendly innovations and services.

About The Role

The Customer Service Representative is the main point of contact for our clients when placing rental orders. The job involves direct communication with producers or other clients and working with them to setup any account information and place all orders. Often this involves providing insights on equipment and coordinating multiple clients to ensure availability on equipment. In addition, much of the role is tailored to keeping our clients satisfied and well taken care of. As our relationships with clients are ultimately the backbone of our company we strive to maintain those relationships and hold them in the highest regard.

Responsibilities

- Answer incoming phone-calls and emails and assists clients with equipment requests.
- Entering orders and generating quotes and invoices for projects as needed.
- 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 etc.)
- Keeping accurate and up-to-date records within the computer system and paperwork back up
- Field any customer's concerns/complaints and ensure all concerns/complaints are addressed in a timely manner.
- Remain updated on new equipment and technologies and their uses in order to aid customers.

2D House Inc.

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

+1 416.800.2193
2dhouse.com



Customer Service Representative

Required Skills and Qualifications

- Strong interpersonal skills
- Proficient in communicating via email and on the phone.
- Ability to problem solve and work as a part of a team.
- Working knowledge of rental equipment software an asset.
- Working knowledge of motion picture camera equipment, lighting and specialty equipment.
- On-set experience in a camera or lighting related capacity would be considered an asset.

Start date: Position available immediately

Job Type: Full Time 9A-5:30P

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

Compensation: Starting: \$38,000 - \$60,000 dependant on experience

Growth: Potential for Managerial promotion and much more.

*Benefits: Complete and comprehensive benefits package.

*RRSP: Matched 3% contribution.

* Begins after three months of employment

2D House Inc. is a rapidly growing business that is making numerous changes, both small and large, in the near future. New positions will continually become available and a variety of opportunities for internal growth exist. Optional benefit packages are available. We offer challenging and rewarding work in a field that can consistently offer surprises. Possible travel for work as well as company retreats/holiday vacations.

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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