



**West Fraser**  
ELECTRO / MECHANICAL

3937 22nd Avenue  
Prince George, BC  
V2N 1B7

[www.west-fraser.com](http://www.west-fraser.com)

## **Position: Customer Service Representative (CSR)**

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Are you ready to organize and support a team? Ready to be respected for your skills? We'd like to hear from you! We are hiring a Customer Service Representative to join our company.

West Fraser Electro/Mechanical is based out of a 29,000-square foot production facility located in Prince George BC. We are a premium rebuilder and manufacturer of electric motors and related components servicing mining, pulp & paper, forestry, municipal, and transportation industries.

### **Key responsibilities include:**

- Oversee and enforce the Inquiry to Order (ITO) process for the service business unit
- Promote integrity, safety, quality, teamwork, and a positive atmosphere for employees
- Provide support to customers and the rest of the WFEM team as requested
- Handle all customer communications in an effective, efficient and positive manner
- Work with the customer to manage and set realistic expectations
- Hold operations accountable for fulfilling customer expectations
- Pace and track the ITO process
- Process customer service orders and assemble / review quotes
- Maintain consistent and ongoing communication with Purchaser on placement and timely delivery of parts
- Track incoming opportunities, quotes, and Purchase Orders.
- Monitor and report customer want date performance
- Update and maintain a 3-month sales forecast
- Proactive internal and external communication
- Assemble and review quotes for completeness and compliance with WFEM standards
- Maintain orderly and complete customer files, final preparation for billing
- Effectively participate in joint work-related efforts between each department

### **Qualifications and experience:**

- Related industry experience is an asset
- Proven track record for caring and exceptional customer service
- Proven track record for personal growth
- Current knowledge in related disciplines such as marketing, sales, safety, quality
- Type A organization and multitasking abilities
- Excellent verbal and written communication skill

**We offer a competitive compensation and full benefits package.**

Interested? Then why not check us out at: [west-fraser.com/careers](http://west-fraser.com/careers)

Fax: 250-563-9492

E-mail: [Shayna@west-fraser.com](mailto:Shayna@west-fraser.com) or through job application form on the website

No phone call applications will be accepted.