



Customer Service Representative – Indigenous Segment

Reports To	Customer Service Manager	Location	Remote – Western Canada
Type	Full Time	Closing Date	July 14, 2021

Company Overview

Sysco is the global leader in selling, marketing, and distributing food products, equipment and supplies to restaurants, healthcare, and educational facilities, lodging establishments and other customers who prepare meals away from home. We have a forty-year history of consistent success and now serve over 400,000 customers, delivering approximately 1.3 billion cases yearly. (NYSE: SYY)

For more information, visit www.sysco.ca or follow us @SyscoCanada at facebook.com/SyscoCanada; twitter.com/SyscoCanada or instagram.com/SyscoCanada

For a full list of opportunities, visit www.sysco.ca/careers

Role:

As a front-line service provider to Sysco’s customers you contribute to our success by providing high quality service to both our internal & external customers, troubleshooting customers’ orders & deliveries as well as providing information on Sysco products and services to ensure a great customer experience.

Role Responsibilities:

- ✔ Communicate with customers via phone, email, chat and provide exceptional customer service on every interaction
- ✔ Edit/input orders accurately for both internal & external customers
- ✔ Notify the customer of shorts & substitutions
- ✔ Effectively Communicate with Sales, Merchandising & Transportation teams
- ✔ Provide product information directly to customers.
- ✔ Assist customers with all processes
- ✔ Communicate with various department leads to ensure a great customer experience
- ✔ Run various reports & action data
- ✔ Support members of the Sysco team
- ✔ Other duties as assigned

Qualifications/Skills/Job Requirements:

- ✔ High school diploma is required
- ✔ Understanding of Northern Communities and Geography
- ✔ Ability to speak Cree or Oji-Cree would be an asset
- ✔ 1-2 years’ work experience, preferably in a service, call center, or food service environment
- ✔ PC Skills (Microsoft Office suite, keyboarding, etc.), including the ability to type and talk at the same time
- ✔ Superior communication skills, both oral and written
- ✔ Basic math and reading comprehension
- ✔ Ability to shift gears & change focus when needed
- ✔ Able to work a flexible schedule

Core Qualities for all Associates: Sysco’s Leadership Framework Basics

Integrity & Accountability	Flexibility & Adaptability	Proactive Learning
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Internal candidates apply via the **Career Centre** on your HR Portal / ADP Workforce Now.
External candidates submit cover letter & resume via www.sysco.ca/careers

Sysco’s Mission is to market and deliver great products to our customers with exceptional service.

Sysco’s Vision is to be our customers’ most valued and trusted business partner.

We offer our associates the opportunity to grow personally and professionally, to contribute to the success of a dynamic organization, and to serve others in a manner that exceeds expectations.

Sysco is committed to Employment Equity. Accommodations during the recruitment process are available upon request for candidates with disabilities.

Here's a sample of the many benefits Sysco associates enjoy:

Comprehensive Flexible Benefits including Health and Dental, Health Care Spending and Wellness Accounts • Short-Term and Long-Term Disability • Life Insurance • Company Pension Plan • Group RRSP • Employee and Family Assistance • Stock Purchase Plan • Unlimited on-line learning through Sysco Interactive University • Sysco product discounts • Preferred vendor discounts • Free on-site parking • Employee appreciation events •
(*benefits may vary based on location or bargaining unit)