



https://intscanada.com/job/%e9%ab%98%e7%ab%af%e5%8e%a8%e5%85%b7%e7%94%a8%e5%93%81%e5%85%ac%e5%8f%b8/

## INTERNATIONAL E-Commerce Assistant

### Description

This position provides customer service to clients and office administration support to operation team.

### Responsibilities

- Answer, investigate, trouble shoot, rectify and respond to inquiries from customers regarding web transactions, product availability, user profiles.
- Order Management and Maintenance.
- Handle customer returns and communicate with tech team to provide solution to customers.

### Required Skills and Attitudes:

- Office 365: Outlook, Excel, Word, ERP system
- Excellent relationship and communication skills, both written and verbal
- Customer Service Experience
- Capacity to problem solve
- High sense of urgency
- Proactive, can do attitude
- Strong sense of responsibility
- Desire to learn and grow
- Generate waybills with varied courier, investigate, respond and resolve shipping issues such as but not limited to rejected deliveries, changes address, complaints.
- Attend internal meetings when necessary
- Other admin work assigns by manager.

### Qualifications

- Customer service experience in electronic product industry.
- Bachelor's degree or diploma in Computer Science/Engineering, Electronic Engineering, Business Management would be an asset
- French, Chinese would be an extra asset

### Job Benefits

- Bonus pay
- Overtime pay

### Contacts

Send your resume to [intsconsulting.hr@gmail.com](mailto:intsconsulting.hr@gmail.com)

### Hiring organization

INTS Consulting INTERNATIONAL

### Employment Type

Full-time, Part-time

### Job Location

Markham

### Working Hours

8 hours Shift, Monday – Friday

### Base Salary

\$ 18 - \$ 20

### Date posted

20230310