



Established in 1937, Marquis is Canada's largest book manufacturer, offering the best solutions in the field of publishing and communications to thousands of content owners in Canada, the United States and Europe. Marquis has experienced solid growth exceeding 200% in the last five years. Today our team includes more than 600 employees in six business locations across Canada: Montmagny, Quebec City, Louiseville, Sherbrooke, Montreal, and Toronto.

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## CUSTOMER SUPPORT REPRESENTATIVE (CSR):

The Customer Support Representative will have an active role to play with our publishing clients and prospects, as well as with our sales team. They will ensure that job specifications are well documented, that our clients' print projects are well coordinated with the production team and that projects are delivered on time, within the quote timeframe and specifications.

**Workplace:** Sherbrooke, Montreal, Louiseville or Toronto

### ADVANTAGES:

- Employee Assistance Program;
- Full range of Group Insurance;
- Pension Fund;
- Telecommuting available;
- Flexibility.

### KEY JOB RESPONSABILITIES:

- Communicate with and support our customers in the development and delivery of their print jobs;
- Manage cost estimates and orders in our manufacturing system;
- Follow projects from start to finish through each stage of production;
- Respond to customer enquiries and concerns;
- Facilitate problem solving in a satisfactory manner;
- Promote new opportunities, both for existing accounts and for prospects in business development. mode.

### QUALIFICATIONS:

- Bilingualism (English/French) essential, both oral and written;
- Experience in printing (an **asset**);
- Excellent verbal and written communication skills;
- Ability to work with tight deadlines;
- Good stress and priority management;
- Be organised and able to work in a team, but also independently;
- Proficiency in the Microsoft Office environment;
- Be proactive and take initiatives;
- Listen to customers' needs;
- Determined and have a positive attitude.

### Are you interested in the position of CSR?

Please submit your resume to [jobs@marquisbook.com](mailto:jobs@marquisbook.com).

We thank all applicants for their interest; however only those selected for interview consideration will be contacted. Marquis encourages applications from all qualified candidates and is committed to providing accessible employment practices that comply with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation during any stage of the recruitment and selection process, please notify Human Resources.

**Marquis Book Printing – [www.marquisbook.com](http://www.marquisbook.com)**

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