



"At the Heart of What Drives Your World"

**Regal Beloit Corporation** is a publicly owned corporation (NYSE: RBC) with operations worldwide. Regal Beloit is a leading manufacturer of electrical and mechanical motion control and power generation products serving markets throughout the world. Annual sales exceeded \$2B in 2008. Regal Beloit is headquartered in Beloit, Wisconsin, and has technology, manufacturing, sales, and service facilities throughout the United States, Canada, Mexico, Europe and Asia.

Regal Beloit has been listed as one of "America's Best-Managed Companies" on *Forbes* magazine's 400 Best Big Companies list (January 2007), and as one of "America's Fastest Growing Companies" in *Fortune* magazine (September 2007).

**Job Title:** Customer Service Representative

**Location:** Vancouver, BC, Canada

LEESON Canada, a distributor of electro-mechanical products, requires a Customer Service Representative in our Vancouver location.

The candidate will interact with customers on a daily basis, promptly responding to all inquiries in a courteous and efficient manner. Encourage the sale of company products, and apply exemplary customer relationship skills that promote a superior company image. Provides information on product features, prices, services and substitutes when asked. Field technical calls for all products. Processing customer orders through the computer system, ensuring accuracy and prompt delivery.

**Responsibilities:**

- Respond to customer request on a timely basis via phone, fax or email regarding product features, prices, services and delivery
- Support our outside sales Reps on quotes, pricing and delivery inquiries
- Process returns of merchandise for clients providing appropriate credit/replacement.
- Process customer orders
- Follow through on expediting requests
- Work as part of the team to ensure all daily general office duties are completed
- Work with purchasing to maintain sufficient stock levels

**Knowledge, Skills and Abilities Required:**

- Knowledge of electric motors and power transmission products
- Electrical background and knowledge on variable frequency drive and motor control products is an asset
- Excellent customer service skills required
- Strong organizational skills
- Attention to detail/accurate
- Good people skills, able to handle difficult situations with customers as well as maintain cooperative relationships with all departments within the organization
- Work well with high volumes
- Able to work with minimal supervision
- Good working knowledge of MS Operating System, including, Word, Excel and PowerPoint
- Lotus Notes experience an asset
- AS400 knowledge an asset
- Clear and professional oral communication skills required

To apply, please send resume and salary requirements to: [Aatkins@leeson.ca](mailto:Aatkins@leeson.ca)