

BESSEY. Simply better.

Innovative Cutting and Clamping Technology with Tradition



Get started with an innovative company!

In 1889, Max BESSEY founded the company BESSEY & Sohn in Stuttgart, Germany as a bright steel drawing plant. From its inception, the company has continuously expanded the range of products it offers. It was this spirit of growth that led BESSEY to begin production of hand clamping tools in the mid-1930s. Since then, the strength of its innovation has been underlined by the granting of numerous patents.

"To stop improving is to stop being good", is the motto of company as said by founder Max Bessey, which remains true today, as it will in the future, and is the guiding principle to everything that the company does.

Our growing business of selling consumer and industrial tools is looking for a

Customer Service and Account Support Associate

to join and strengthen our team in Cambridge, Ontario.

Your responsibilities:

- Active involvement and accountability to optimize customer service levels
- Respond to customer inquiries and offer solutions in a courteous and professional way
- Follow-up with customers to identify and support their needs to ensure customer service expectations are met
- Identify new business opportunities in coordination with field sales representatives
- Provide all necessary documentation and data entry up to date
- Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution
- Prepare product or service reports by collecting and analyzing customer information
- Contributes to team effort by accomplishing related results as needed
- Data-entry and administrative duties as required

Your qualifications:

- Business diploma or university degree
- Very strong Customer Service experience, proven ability to manage and foster relationships with internal and external customers to drive customer satisfaction
- Thorough knowledge of products
- Good negotiating and influencing skills
- Team player
- Strong interpersonal communication and presentation skills

Please send your application to hr@besseytools.com align with your salary expectations.

We are looking forward to receiving your application!