



PHANTOM™
SCREENS

Ontario Screen Systems Inc.

1295 Eglinton Avenue East, Unit 14, Mississauga, Ontario, L4W 3E6
905.624.0824 · www.phantomscreens.ca

Job Title:	Customer Service Representative		
Position Level:	Entry Level	Position Type:	6 month contract with possibility of conversion to permanent
Reports To:	Customer Service Manager	Hours:	Full-Time, Monday to Friday with occasional Weekends
Date Posted:	February 18, 2025	Salary Range:	\$20 per hour to start

Company Overview

Ontario Screen Systems has been the exclusive distributor of Phantom's professionally installed products in Ontario since 1994. Phantom Screens' specializes in providing retractable screening solutions that are both attractive and functional. Phantom's wide variety of products can be used with literally any door, window or large openings, with retractable screens that disappear from sight when not in use.

As a family owned business, Ontario Screen Systems Inc. strives to be an employer of choice, with an upbeat work environment and positive culture. Our products are unique and fascinating, making customers excited to purchase and receive them.

Position Overview

The Customer Service Representative is responsible for handling every client/dealer contact with Ontario Screen Systems Inc. promptly and with exceptional service. This includes prompt handling of phone, email, social media and chat inquiries, inbound and outbound telephone call handling, in-person product demonstrations, scheduling of appointments, lead screening and closing, order handling, internal inquiries, invoicing and follow up. The Customer Service Representative additionally schedules customer appointments in a timely and geographically efficient manner. The Customer Service Representative is additionally responsible for investigating, documenting and resolving client-related service escalation and issues.

Qualifications

- Ability to communicate with excellent written and verbal English
- An ability to grasp and retain technical information is required
- Comfort with speaking to a wide range of customers in a polite and professional manner
- Good understanding of the GTA and geography of major centres throughout Ontario
- Comfort with using technology through desktop, online and mobile applications
- Excellent accuracy and attention to detail
- Self-motivated and sales focused with a strong work ethic and high degree of integrity
- Able to work well under pressure in a fast paced environment
- Sales Lead qualification skills
- Order documentation, filing and tracking abilities

Role and Responsibilities

- Handling all customer inquiries
- Assistance with lead generation and product demonstrations
- Product knowledge
- Additional duties may be assigned as needed
- We are open on Saturdays from March-October from 10am-2pm. Rotating Saturdays are required.

Preferred Skills

- Familiar with the major roads and highways in the GTA and southern Ontario.
- Previous inbound and outbound telephone experience