



Arc'teryx Equipment Inc.

A leading designer and manufacturer of innovative high-end technical designs of outdoor equipment and clothing

Dealer Service Representative – North Vancouver, BC, Canada

Arc'teryx is an energetic and exceptionally innovative company, with over 400 employees. Our ongoing success stems from an uncompromising passion to continuously challenge, and radically improve, the status quo. At the foundation of our organization is a dynamic team of exceptionally talented, fun, and active people.

Our modern head office is located on Vancouver's picturesque North Shore, near the Second Narrows Bridge. We promote a causal and fun work environment that supports and encourages work-life balance. We also have plenty of parking, a bike room, indoor staff bouldering gym, frequent summer BBQs and other events, as well as a great employee discount.

We are seeking a friendly, organized, driven person to join our Customer Service team as a Dealer Service Representative. As a Dealer Service Representative, you will be primarily responsible for providing sales and support to territory representatives and wholesale dealers.

Ideally you will have:

- Highly effective verbal and written communication skills
- Proactive and comfortable communicating with customers via phone, fax, email
- High level of organizational and problem solving skills
- Attention to detail, including accurate data entry skills
- Interpersonal skills
- Proficiency in Microsoft Office
- Ability to work well independently and within a team Knowledge of Arc'teryx products
- Participation or an interest in activities we make products for

Your responsibilities will include (but are not limited to):

- Proactively managing the order book fulfillment process to ensure company's financial goals are met
- Supporting departmental initiatives
- Acquiring intimate knowledge of Arc'teryx products and technologies
- Acquiring broad knowledge of service procedures across all customers (e.g. Consumer, Pro/Corporate, Employee)



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- Responding professionally and promptly to all customer enquiries/requests via telephone, fax, and email
- Identifying opportunities for increasing sales
- Proactively assess customer needs and provide excellent service
- Help to coordinate the timely delivery of orders
- Providing support to sales representatives

If this sounds like you, then please apply by forwarding your resume and cover letter in PDF or Word format to hr@arcteryx.com. It is important to quote “**1002-DSRep-Web**” in the subject line of your email.

Arc'teryx is an equal opportunity employer.

You can expect an email acknowledging the receipt of your submission within 5 days of your initial correspondence.

Thank you in advance for your interest in Arc'teryx.