The Corporation is currently posting the following vacancy:

**Customer Service Representative**
*PotashCorp Northbrook*
**Reporting to: Director, Customer Service**

**Responsibilities:**
The incumbent for the position of Customer Service Representative will act as the primary contact for PCS customers and will be responsible for handling services relative to Order Management, Information Services, Transportation, Technical Service help, Emergencies and the placement and resolution of customer complaints. Additional responsibilities are as follows:

- Manage order activity and customer preferences for assigned customer accounts
- Act as an information resource for assigned sales representatives on customer accounts
- Maintain freight logical shipping points in the order system and at time of order entry
- Respond and satisfy customer requests for order status, product availability, specifications and product safety
- Coordinate and verify timely delivery of orders with plant/corp traffic and customers through use of delayed shipment reports and customer preferences
- Receive, evaluate and record customer complaints in a courteous manner in accordance with complaint resolution guidelines
- Direct complaints and monitor progress toward resolution for assigned accounts
- Recommend changes in policies and procedures to permanently correct the causes of customer complaints
- Handle customer orders, phone calls and emails along with making decisions on requests originating from plants after hours on a weekly basis rotating coverage with coworkers

**Qualifications:**
The ideal candidate should have a 4 year college degree preferably in Ag Business, Ag Economics. Some experience / background in an Ag retail/Agricultural/Industrial Commodity Chemical environment is extremely beneficial. Proficiency in Microsoft Excel is a plus.

*Due to potential immigration or relocation issues, recruitment for some vacancies may be restricted.*

Interested candidates should submit resumes by **March 1, 2016** in confidence to:
We would like to thank all who apply. Human Resources will review each of the applicants; however only those candidates deemed qualified will be selected for an interview.