

Customer Service Representative

Xypex Chemical Corporation, Richmond BC

Title: Customer Service Representative
Employment Type: Full-time, Permanent
Reporting to: Customer Service Manager
Location: Richmond, BC, Canada (On-site)
Schedule: Monday-Friday, 6:00AM – 2:30PM
Department: Customer Service

About Xypex

Xypex is a global leader in advanced waterproofing and concrete durability solutions. Our proprietary crystalline technology is trusted worldwide to protect and enhance concrete structures. As we continue to grow, we are seeking a Customer Service Representative to ensure high level of support to our customers and third-party partners in a timely and accurate manner.

Position Summary

Join our supportive Customer Service team as the primary point of contact for our customers. The Customer Service Representative will manage the complete order lifecycle—from inquiry through delivery—while collaborating with internal teams and external partners. This role offers excellent growth opportunities in a company that values personal development.

Key Responsibilities

- Process customer orders and inquiries from sales teams and direct customers.
- Communicate freight quotes and coordinate the arrangement and booking of freight with third-party warehouses across Canada and the US.
- Troubleshoot order issues and maintain ownership from start to finish.
- Communicate shipping quotes, tracking information, and order status updates with customers.
- Update systems (Microsoft Business Central), manage inventory records, and support team coverage as needed.
- Contribute to process improvement initiatives and team projects.

Qualifications & Skills

- BBA or Technical Degree (or equivalent experience).
- 2-3 years in customer service, warehousing, or logistics.
- Proficiency with Microsoft Business Central (or similar ERP) and MS Office Suite.
- Excellent verbal and written communication skills, and customer-focused mindset.
- Ability to multitask, problem-solve, and stay resilient under pressure.
- Detail-oriented with proactive follow-through.
- Experience in chemical manufacturing, distribution, or construction/concrete industries is an asset.
- Additional language fluency (Spanish/French) is an asset.

Compensation, Benefits, and Total Rewards

Salary Range: \$60,000-\$65,000

The salary offered to the successful candidate will be based on their experience, knowledge and skills they bring to Xypex.

Our total rewards package offers benefits, promotes internal equity, and supports team members at all levels of our organization, and includes the following:

- Eligible for an annual bonus based on individual and company performance.
- RRSP Matching to support you in saving for your future.
- Generous extended health benefits, including a health spending account.
- 3 weeks' vacation.
- Personal days.
- Learning and career development opportunities.

Why Join Us

At Xypex, you'll be part of a globally recognized leader in concrete durability solutions, working in a collaborative and innovative environment. You will:

- Be hands-on with customers and vendors in Canada and around the world.
- Work with innovative technology trusted in major infrastructure and commercial construction.
- Help improve how we support customers and grow our company.
- We are a growing Canadian company with international reach. Your work will directly support better, longer-lasting structures — and you'll be part of a team that is proud of the impact we make.

Diversity, Equity & Inclusion:

Xypex Chemical Corporation is committed to bringing together the most diverse perspectives, backgrounds, and experiences because we fundamentally believe that different views and rich contributions from such a mix will make us stronger. We strive to create a workplace that reflects the communities we serve and where everyone feels empowered to bring their full, authentic selves to work.

How to Apply

Please send your Resume and Cover letter (Optional) to recruiting@xypex.com with the subject line "Customer Service Representative – [Your Name]."

While we appreciate all applications, only those selected for further consideration will be contacted.