

POSITION: **Customer Service Representative – Parts**

REPORTING TO: **Service Manager**

OBJECTIVES:

- To work as a team to provide high level customer service
- Assist in making this a profitable department
- To realize and practice the Service vision statement

RESPONSIBILITIES:

- Customer service – telephone
- Prepare quotes in a timely fashion
- Process orders from customers, service technicians, sales department, production
- Investigate historical data for parts orders
- Walk urgent orders through the system to ensure best delivery
- Work with purchasing for best deliveries
- Follow up with customers, suppliers, other departments within our organization
- Back up shipping (paper work)
- Process COD and credit card purchases, report to Accounting
- Coding new parts
- Electronic filing
- Back up reception (Montreal office)

SKILLS:

- Bilingual (French & English for Montreal only) Third language – Spanish, would be an asset
- Organizational skills
- Computer literate
- Customer Service Skills – ‘People Skills’

ACADEMIC

- High school graduate

EXPERIENCE

- 1 year experience in an office atmosphere
- Experience in customer service (Preferred)

OTHER REQUIREMENTS:

- Company loyalty, discretion
- Customer approach
- Sense of urgency