

https://intscanada.com/job/after-sales-customer-support-parts-service-department/

?????????????-After-Sales Support, Parts & Service Department

Customer

Date posted 2023 [75] 29 [7]

Description

Permul Ltd. 3397 American Drive, Unit 5 Mississauga, ON L4V 1T8 Tel: (905) 670-3744 / (800) 567-4432

Fax: (905) 670-4496 / (800) 667-3423 www.permul.com

June 2023

Position Available:

After-Sales Customer Support, Parts & Service Department

Reports To:

Janet Magno, Operations Manager

Location:

Mississauga, ON

Company:

Permul Limited is a family-owned distributor of commercial food service equipment, based in Mississauga, ON, and serving all of Canada. Our team is responsible for sales and marketing for US and European-based manufacturers of equipment and technology used in restaurants, grocery, catering, convenience stores, and healthcare.

Job Summary:

We are looking for a conscientious problem solver to provide customer support to end users and service contractors.

After-Sales Customer Support will work **in the office** to manage incoming technical service requests, process walk-in and emailed parts orders and process warranty service claims. They will provide customer service to technicians by being trained on the equipment we sell, understanding basic features & benefits, proper installation, and troubleshooting.

By becoming familiar with the technical support teams at the manufacturer level and local service companies, you will address service issues in a timely manner and ensure that customer relationships are maintained.

Personal Qualifications:

- Strong verbal and written communication skills English (+ French would be an asset)
- · Professional, effective, and articulate

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- Analytical Reasoning: able to use multiple sources of data to develop insights and draw conclusions.
- Agility: able to process information quickly and adeptly, while understanding impact across other functions and on total business.
- Active learner: the ability to learn new concepts and systems quickly.
- Appreciation of the need for quick responses in a demanding foodservice environment.

Experiential Qualifications:

- HVAC, plumbing, electrical, and/or gas understanding. *Past hands-on experience would be extremely valuable.*
- · Basic understanding of logistics, freight, warehousing
- Comfortable understanding service and parts manuals.
- Computer Outlook, PowerPoint, Word, Excel

Benefits:

Competitive Salary + Bonus

Healthcare, dental, and vision.

Pension matching.

Please forward your resume for consideration for this role to: janet@permul.com

Thank you.

Job Type: Full-time

Salary: \$58,000.00-\$63,000.00 per year

Benefits:

- · Dental care
- Extended health care
- On-site parking
- · Paid time off
- · Profit sharing
- Vision care

Schedule:

· Monday to Friday

Supplemental pay types:

• Bonus pay

Ability to commute/relocate:

 Mississauga, ON L4V 1T8: reliably commute or plan to relocate before starting work (required)

Education:

• Secondary School (preferred)

Experience:

• Call center: 1 year (preferred)

• Customer service: 1 year (preferred)

Shift availability:

• Day Shift (preferred)

Work Location: In person