



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

After-Sales Support, Parts & Service Department

Customer

Hiring organization

INTS Consulting

Date posted

2023-05-29

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:

