

Administrative Assistant -Service Team, Port Coquitlam

## About DSL

At DSL, our purpose is creating moments of joy, one serving at a time. Representing world-class brand partners Taylor, Henny Penny & Franke Coffee Systems, DSL is the largest Canadian supplier of premium food service equipment, and the exclusive factory-authorized service provider for the equipment we sell.

At our core, we believe in doing right by our customers, finding the best solutions to fit their needs, being creative and innovative, working hard, and having fun along the way.

Are you looking to grow with a company with over a century of unmatched quality, expertise, and after-sales support? We want to hear from you!

## Why Join Our Team?

- Competitive wage & health benefits
- Health Spending Account (Flex Spending Account or Health Spending Account)\*
- 3 weeks paid vacation
- Strong company culture & core values
- RRSP matching program\*
- Education support, factory, & in-house training to ensure success
- Opportunity for advancement
- Travel opportunities in Western Canada
- Work primarily indoors
- Smartphone, uniform, specialty tools, & company vehicle provided for business use

\*Applicable once eligibility requirements are met

## Position Summary

At DSL our mission is to create moments of joy one serving at a time. Our customers are the lifeblood of our business, and we must build long-term relationships with them at every level of customer contact. We are looking for a customer focused and customer obsessed individual to help the Service Management team manage our internal and external customers. This position reports to the VP of Service and will work closely with the Regional Service Manager and Technicians.

Reporting to the VP of Service this position is responsible for, assisting the service management team in their day-to-day administrative tasks.

## What you'll do:

- Assist Service team to ensure customer concerns are dealt with in a proactive manner
- Create and maintain technician on call schedule
- Organize travel and hotel arrangements for the service department
- Review expenses on concur and vacation requests on ADP
- Prepare agenda and document meeting minutes from service meetings

## What you'll need:

- Experience building successful relationships
- Attention to detail and a high degree of accuracy
- Ability to analyze, exercise flexibility, initiative, good judgment, and discretion

- Excellent interpersonal, written, and oral communication skills
- Possess excellent problem-solving skills
- Ability to multi task in a fast paced environment

Learn more about us at [dslinc.com](http://dslinc.com). To apply, submit your resume & cover letter to [hr@dslinc.com](mailto:hr@dslinc.com) with the position title included in the subject line. We thank all applicants for their interest, only those selected for an interview will be contacted.

