

## Coffee Specialist

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

As a Coffee Specialist at DSL, you will be responsible for maintaining an extremely high level of customer service and professionalism while repairing and maintaining food service equipment. If a customer has a malfunction with their machine, it is up to DSL to ensure that they are up and running as soon as possible; their business often depends on it. DSL supplies every technician with the most up to date technology in the industry, including smartphones and operating on cutting edge cloud-based software. With over 100 employees and 4 offices across 4 provinces, and over 100 years of experience, DSL can offer a career that is stable, challenging, and rewarding.

What you'll do:

- Installing, maintaining, repairing and testing a variety of specialty coffee equipment, including superautomatic espresso machines,
- Interacting with our customers and ensuring that their concerns are appropriately addressed in a professional and courteous manner
- Responding quickly and efficiently to service calls
- Providing customers with telephone support for troubleshooting
- Assessing and completing repairs quickly, efficiently, and accurately
- Effectively handling service requests and work orders on DSL's Android app
- Maintaining an orderly and accurate parts inventory in your personal DSL vehicle
- Training other technicians on preventative maintenance and service procedures
- Responding to on-call service emergencies on select evenings and weekends
- Maintaining relationships with customers by addressing concerns, identifying solutions and recommending system improvements

- Recognizing opportunities to provide additional service offerings and products
- Responding to on-call service emergencies on select evenings and weekends

What you'll need:

- Valid Commercial Appliance Certificate
- Experience in a technical role with a high level of customer interaction is preferred
- Experience working in appliance repair, mechanical or electrical fields is beneficial, especially if related to Franke Coffee
- Must possess excellent customer service skills, with the ability to ask probing questions and understand and resolve customer concerns
- Must be smartphone literate, with the ability to learn and navigate new software quickly
- Meticulous and detail-oriented
- Must be able to communicate effectively in English, both written and verbal. Any second language an asset.

Travel Requirements:

- Valid Class 5 driver's license
- Local travel is required on a daily basis, with occasional travel throughout various nearby communities and towns. Company vehicle and gas card are supplied by DSL
- Extended travel may be required. Normally 2-3 days in length, these trips will include a travel allowance for food and lodging.

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



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