

Billing Admin -Edmonton, Alberta

## 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
- Opportunity for advancement

\*Applicable once eligibility requirements are met

## Position Summary

Reporting to the Billing and Warranty Supervisor, this position is responsible for working in a multi-channel environment and providing an exceptional level of customer service while completing warranty and billing administration, communicating professionally with all customers, vendors and staff and supporting and executing projects and reporting.. With over 130 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:

- Responsible for reviewing daily invoices, ensuring they are correct, and if incorrect responsible to ensure corrections are completed.
- Processes any necessary credits or additional billings are processed.
- Follow up on required paperwork for processing including work order, quotes, and any necessary or required paperwork.
- Respond to customer inquiries within 24 hours.
- Respond to internal and external email.
- Analyzes and resolves customer billing issues.
- Advise all account updates, name changes, address changes and/or phone numbers.
- Assist with any and all duties within administrative department as requested.
- Weekly in-office meetings as required.
- Other duties as assigned.

What you'll need:

- Minimum High School Diploma



- Completion of a post-secondary education an asset
- 1-3 years' experience Billing/ Service Administration
- Ability to listen attentively, ask probing questions, and to use information provided by customers to tailor responses and actions to meet the customers' specific needs
- Excellent interpersonal, written, and oral communication skills
- Ability to exercise flexibility, initiative, good judgment and discretion
- Ability to multi task in a fast paced environment
- Detail oriented, accuracy, and timeliness
- Possess excellent problem solving skills
- Experience building successful relationships
- Ability to learn and navigate new software quickly

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.

