

## JOB DESCRIPTION

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Position Title: Customer Service Representative- Edmonton, AB

Department: Customer Service

Reports to: Service Operations Manager

☐ Salary

☒ Hourly

☒ Full-time

☐ Part-time

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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.

### 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\*

\*Applicable once eligibility requirements are met

### **Position Summary:**

Reporting to the Service Operations Manager, this position is responsible for working in a multi-channel environment and providing an exceptional level of customer service, communicating professionally with all customers, vendors and staff and supporting and executing projects and reporting.

### **Essential Job Functions (day to day responsibilities):**

- Monitoring of customer request websites to ensure they are responded to within customer parameters.
- Creation of service or parts orders as required.
- Dispatching as required
- Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Follow up on outstanding issues; ensuring customer is updated as required.

- Perform basic telephone troubleshooting
- Effectively deal with job stress, angry callers, and upset customers- Maintain key performance metrics
- Customer billing and inquiries

#### **Additional Responsibilities:**

- Sell additional services and products by recognizing opportunities to up-sell accounts
- Make outbound calls to follow up and or update on service requested, and gather customer feedback
- Participate in individual and team coaching sessions to ensure quality service is provided.
- Other projects as required.

#### **Essential Requirements:**

##### **Education:**

- Minimum High School Diploma
- Completion of a post-secondary education an asset

##### **Required Skills:**

- 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

This job description is intended as a guide to the requirements of the position and is not intended to be definitive. The job description will be subject to review, together with the incumbent and according to the needs of the organization.

We offer competitive compensation, meaningful and challenging work, and an engaging and collaborative environment. For more information on our company, please visit our About DSL page. To apply, please submit your resume and cover letter to [hr@dslinc.com](mailto:hr@dslinc.com).

We thank all applicants for their interest; however, only those selected for an interview will be contacted.