



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 VP of Operations, this position is responsible for leading and participating in the day to day operations of the Customer Service, Dispatch and Parts departments, providing guidance and supervision to the team to ensure we are providing best in class customer service to internal and external customers.

What you'll do:

- Coaching and development of immediate reports, creating a sense of teamwork and a customer-centric culture.
- Coordination and management of daily activities of the team, including reviewing daily KPI's to ensure targets are being met. Track and report service performance data and metrics, interpreting results to identify trends.
- First point of contact for customer escalations, including working with internal and external resources to resolve in a timely fashion.
- Training of new and ongoing development of existing employees.
- Recognize and work with varying and conflicting priorities while achieving required results.
- Assist in establishing internal operating procedures and processes and recommends changes as needed to improve efficiency or effectiveness.
- Assist in the development and maintenance of a quality monitoring program, including call evaluations, billing audits, and procedure compliance.
- Monthly scheduling of staff to ensure adequate coverage.
- Assists with the development and creation of the department business plan and budgets.

What you'll need:

- 3 years' experience in a Supervisory position
- 3 years' experience in a Customer Service/ Call Center position
- Experience in developing and cross-training employees to create a merged department of customer service experts.
- Relationship building skills.



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- Effective team building skills, strong ability to coach and develop employees
- Excellent communication skills, both written and verbal
- Strong organizational and planning skills
- Decisive, ability to multi task in a fast paced environment, adaptability, and the ability to remain calm under pressure.

Learn more about us at dslinc.com. To apply, submit your resume & cover letter to 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.

