

Jim Pattison Lease – Bilingual Vehicle Maintenance Technician (VMT)

The Company

The Jim Pattison Group is the second largest privately held company in Canada. With over 41,000 employees, 565 locations worldwide and \$9.1 Billion in sales, the company is well diversified with several operating groups including Jim Pattison Lease.

Jim Pattison Lease has been operating in Canada since 1961. Headquartered in Burnaby, the company has additional branches in Victoria, Toronto, Calgary, Edmonton, Montreal and Halifax. Jim Pattison Lease is Canada's Leader in Customized Fleet Management providing Vehicle Fleet Leasing, Vehicle Remarketing through both wholesale and retail channels, and Fleet Management solutions for commercial enterprises

The Opportunity

This is a permanent full time Vehicle Maintenance Technician (VMT) position. Candidates from all across Canada will be considered. Potential option to work from home.

Key Attributes

The VMT role is vital to our success as we continue to be a **Best in Class** service provider in our target market. This is a customer, driver and field support position whereby the individual in this role must possess the following attributes:

- Proficiency in the French and English languages
- Valid automobile provincial technician licence
- Experience in medium and heavy duty truck repair is an asset
- Strong administration and interpersonal skills
- Team Player with a "How Can I Help" attitude
- Positive, Enthusiastic and Customer Focused
- Excellent Time Management Skills
- Strong computer skills with a working knowledge of Microsoft Office programs
- Good working knowledge of 3rd party automotive service guides (Chilton, Motors, Mitchell, All Data)
- Strong communicator with superior phone mannerisms
- Good typing skills
- Exceptional negotiations skills
- Experience in a call centre environment is an asset
- Problem solving and analytical skills

Position Description

Reporting to the Supervisor, Vehicle Maintenance Technician, you will have a multifaceted role within your job function. Your main role is to accept inbound calls for the purpose of managing the maintenance requirements as requested by vendors on behalf of our clients and their drivers. Your focus is on the ongoing safe operation of our clients vehicles coupled with a common sense approach to the effective management of their maintenance expenditures.

Position Responsibilities

- Manage inbound calls from Customer Drivers & Vendors
- Issue Purchase Orders for transactions above the customer's card limit
- Ensure authorized repairs are required for continued safe use and are priced in accordance with a recognized pricing guide
- Ensure all Purchase Orders are entered accurately in the system for effective record keeping and historical reference
- Process maintenance/repair invoices
- Support customer facing teams as a subject matter expert (automotive mechanical)
- Manage vendor relations effectively and escalate any issues
- Support Fleet data input during high volume periods
- Work on other special projects from time to time as designated by Management
- Follow up on billing enquiries made by suppliers