

## Customer Service Representative (CSR)

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### The Company

The Jim Pattison Group is the second largest privately held company in Canada. With over \$10 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, British Columbia, Jim Pattison Lease has additional branches in the cities of: Victoria, Vernon, Calgary, Edmonton, Winnipeg, Toronto, Montreal and Dartmouth. 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.

### Position Description

Reporting to the Regional Sales Director, CSRs are a main point of contact for our customers and internal staff with reference to regional portfolios. CSRs are responsible for executing the company's service commitments and providing support to the Account Executives. This role works closely with all departments and has complete familiarity with all Jim Pattison Lease programs, processes and procedures.

### Position Responsibilities and Accountabilities:

- Embrace Jim Pattison Lease's mission to help deliver prompt and superior customer service:
  - Field customer calls and handle their requests in a timely and effective manner
  - Process lease documentation in a timely manner
  - Ensure files are accurate, complete and passed on to the appropriate departments when necessary
  - Maintain ongoing communication with customers regarding lease documentation and all other service requirements
- Provide support to Account Executives:
  - Maintain daily communication and provide reporting
  - Attend customer meetings and assist with new customer presentations as required
  - Problem-solve issues with respect to customer sales, billing and accounting

- Monitor and facilitate orders for timely delivery
- Assist with communication, process improvements and regional best practices:
  - Work with CSR Lead and Operations team to evaluate and facilitate company procedures and best practices that relate to the CSR role
  - Take part in regular meetings with the Regional Sales Director and CSR Team to maintain company communication, delegate tasks and manage workloads for optimal team performance
  - Provide testing and support for new company processes and IT system initiatives
- Assist with coverage and the coordination of coverage within the sales department including reception (if applicable to your region)
- Support and assist the Regional Sales Director, as required

### **Key Attributes and Skills:**

The individual in this role must possess the following skills and attributes:

- Highly motivated to provide exceptional customer service
- Strong interpersonal and time management skills
- Positive, enthusiastic and confident
- Solid organizational capability, ability to multi-task and excellent attention to detail
- Flexible and responsive with the ability to exercise good judgement
- Aptitude and willingness to perform as part of a team as well as individually
- Excellent communication skills both written and verbal
- Proficient in MS Word, Excel, PowerPoint and Outlook
- Minimum 3 years direct Client Service Experience
- Post Secondary education strongly preferred