

Customer Service Representative – Montreal, Quebec

The Company

The Jim Pattison Group is the second largest privately held company in Canada with over 42,000 employees worldwide; operating a large number of companies in a diverse set of industries. Jim Pattison Lease has been operating in Canada since 1961. The company has branches across Canada and 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.

About Jim Pattison Lease: <http://www.jimpattisonlease.com/about/>

About the Jim Pattison Group: <https://www.jimpattison.com/about/our-story/>

Jim Pattison Lease is seeking a highly motivated individual for the unique opportunity of building your personal career with a stable organization that is continually growing.

This position is based in our Montreal location.

As a Customer Service Representative, you will be a primary point of contact for our customers and internal staff regarding regional portfolios. Customer Service Representatives are responsible for fulfilling the Company's service commitments and providing support to Account Executives.

Position Responsibilities and Accountabilities

- Endorse Jim Pattison Lease mission by helping to provide fast and superior customer service:
 - Answer customer calls and manage customer requests quickly and efficiently
 - Process lease documentation in a timely manner
 - Ensure that files and files are accurate, complete and forwarded to the appropriate services when necessary
 - Maintain ongoing communication with customers regarding rental documentation and all other customer service requirements
- Provide support to Account Executives:
 - Maintain daily communication and provide reports
 - Attend client meetings and new client introductions as required
 - Troubleshoot customer sales, billing, and accounting

This role works closely with all departments and is thoroughly familiar with all Jim Pattison Lease programs, processes and procedures.

Key Attributes and Skills

- Motivation to provide exceptional customer service
- Strong interpersonal and time management skills
- Positivism, enthusiasm, and confidence
- Strong organizational capacity, ability to multi-task and attention to detail
- Flexibility and responsiveness with the ability to exercise good judgment
- Ability and willingness to perform within a team and individually
- Excellent written and verbal communication skills in both French and English
- Proficiency in Microsoft Word, Excel, PowerPoint and Outlook

If this opportunity is of interest to you, please send your resume and brief cover letter to greatcareer@jplease.com