



Product Operations Specialist – Burnaby, BC

The Company

The Jim Pattison Group is the largest privately held company in Canada with over 49,500 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 the United States and is a 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/>

Are you interested in building your career with a reputable, leading fleet management company that is continually growing?

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.

Position Description

The successful, sales-oriented candidate is expected to efficiently handle day-to-day telematics operations through customer phone and email support, manage billing, subscription changes, and meeting with potential clients to demonstrate how telematics can benefit their fleet. Ongoing training will be provided to ensure the successful candidate is well prepared for the role and to have an excellent understanding of products & internal processes. The candidate will provide exceptional customer service through customized onboarding experiences, aim for one-touch resolution customer support, and become an intricate component of our progressive corporate environment.

Position Responsibilities and Accountabilities

Customer sales:

- Ability to find new telematics clients (cold calling, attending trade shows, etc.)
- Conduct market research to identify verticals that benefit from telematics
- Perform product and platform demos to increase customer subscription base

Internal support:

- Manage telematics subscription orders, changes, terminations
- Answer internal questions from the business about customers' telematics accounts

- Run audits on billing compliance, find & solve billing inconsistencies, issue chargebacks & credits

Customer support:

- Onboard new customers with customized reporting setup, provide technical & educational support, and deploy innovative & cutting-edge solutions to fit customers' specific needs
- Be available during working hours to respond to customer inbound calls for support, as well as email inquiries
- Provide knowledgeable customer demos on telematics solutions
- Answer technical questions & recommend suitable solutions
- Provide level 1 troubleshooting on products & monitor progress of RMAs (return merchandise authorizations)

Key Attributes and Skills

- Post-secondary education, preferably with a technical background
- Proficient in Excel report building
- 1-3 years experience in customer service
- Strong communication and presentation, analytical, and problem-solving skills

Preferred Competencies

- French fluency (spoken & written)
- Experience with telematics, the fleet industry, and/or HOS/ELD compliance

The salary range for this position is \$40,000 to 50,000 and is determined via job-related knowledge, skills, experience, certifications and market demand. In addition to base salary and benefits, this position is eligible for a performance bonus.

How to Apply

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

Candidates must have a valid driver's license and be eligible to work in Canada. We thank everyone for their interest however only those qualified and considered for an interview will be contacted at this time.