

The Company

The Jim Pattison Group is the second largest privately held company in Canada with over 50,000 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 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.

The Opportunity

We are seeking a bilingual Vehicle Maintenance Technician (VMT) to join our team. This is a remote position.

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 client's vehicles coupled with a common sense approach to the effective management of their maintenance expenditures.

Position Responsibilities and Accountabilities

- 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- Ensure all Purchase Orders are entered accurately in the system for effective record-keeping and historical reference
- Work on other special projects as designated by Management
- Process maintenance/repair invoices
- Support customer-facing teams as a subject matter expert (automotive mechanical)

- Manage vendor relations effectively and escalate any issues
- Follow up on billing inquiries made by suppliers

Key Attributes and Skills

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:

- Bilingual (French/English)
- Valid automobile provincial technician license is an asset
- Experience in medium and heavy-duty truck repair is an asset
- Strong automotive mechanical knowledge
- 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) is an asset
- Strong communicator with superior phone mannerisms
- Good typing skills
- Exceptional negotiations skills
- Experience in a call center environment is an asset
- Problem-solving and analytical skills

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.