



Customer Service Representative (CSR) – Calgary, Alberta

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### The Company

The Jim Pattison Group is the second largest privately held company in Canada with over 59,000 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

This permanent full time CSR position is located in our Calgary office.

### Position Description

Reporting to the Regional Sales Manager, 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 our Account Executives. This role works closely with all departments and has complete familiarity with all Jim Pattison Lease programs, processes and procedures. The role is currently 100% based in the Calgary office Monday-Friday.

### 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 proactive communication with customers regarding lease documentation and all other service requirements

- Process fleet management services orders and ongoing administrative requirements

Provide support to Account Executives:

- Maintain daily communication and provide proactive administrative support and reporting
- Attend customer meetings and assist with new customer reports 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 other CSRs, Client Experience Representatives (CER) 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 Manager 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, mail, courier, bank deposits and other administrative duties

Support and assist the Regional Sales Manager, as required

### **Key Attributes and Skills**

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

- Over 1 year of experience in a B2B customer facing (customer service) role
- 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, and Outlook
- Prior client service and/or fleet management experience a strong asset

### How to Apply

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