

October 17, 2022

Employment opportunity at Avensys Solutions

Position : Customer Service Representative - Service

Location : 3280 Service Road South, Oakville, Ontario

Avensys Solutions inc. is an industry leader providing instrumentation and integrated solutions for the monitoring of industrial processes and environmental surveillance applications of air and water in the Canadian marketplace.

Job description

The Service CSR is responsible for proper execution of all aspect of in-house and field Service. From initial estimate to formal quotes and final invoicing. The coordinator will also keep up to date the Health & Safety requirements from clients via various platform.

Responsibilities

The ideal candidate will be fully bilingual (English and French), possess hand-on experience, has a technical background and communicate efficiently. This position requires office presence most of the time, especially during the training process. Additionally, the Service CSR will be responsible for the following:

- Maintain HSE Client's profiles files for Avensys and the field technicians
- Work closely with the technicians to identify requirement and order parts
- Respect and promote the ISO system in place
- Assist the rental department with Avensys equipment
- Manage Sim cards and yearly subscriptions
- Provide superior customer experience

This position requires the candidate to be able to communicate with the clientele across the country and suppliers from around the world. French language written and spoken is mandatory.

Qualifications

- Must be customer focused and organized;
- Must have excellent interpersonal skills;
- Strong ability to listen and attention to details;

- Must have the ability to set priorities, follow through on tasks and have a proven ability to manage relationships with current and new customers;
- Ability to work in a cloud computing environment and ERP systems
- Possess a technical background and understand the industrial service environment

Education

2 to 5 years of work experience in a similar position.

Please contact Avensys at info@avensys.com to submit your Resume.