

JOB POSTING DETAILS

Employer	Christie's Camper Sales Limited (Christie's RV)	Job Type	RI
Job Title	Customer Service Representative	Duration	Full Time
ES Job ID	12645	Location	NA
Date Posted	May 12, 2022	Closing Date	May 31, 2022

Job Overview - Description & Duties

Employer Christie's RV
 Position Customer Service Representative
 Department: Parts and Service
 Duration: Full-Time, Permanent

Reports to: Marty Humphries, Fixed Operations Manager

Summary

The Customer Service Representative represents the front-lines of the parts/service department and should be patient, courteous and kind to staff and customers alike.

They are responsible for scheduling RV services and selling recommended products and services when applicable, in a timely and professional manner.

The Customer Service Representative is also responsible for gathering and interpreting information on RV conditions and advising customers on recommended or required services. Other duties may be requested as needed.

Job Duties & Responsibilities

- Advise customers on the care and maintenance of their RVs.
- Advise customers of parts ordered.
- Assist other staff as needed.
- Demonstrate behaviors consistent with the Company's Vision, Mission, and Values in all interactions with customers, co-workers and suppliers.
- Greet each customer promptly, with courtesy and ensure each customer waiting to be served will be helped shortly.
- Handle minor customer complaints and work to resolve them promptly.
- Handle telephone inquiries regarding jobs in-progress, appointments and return phone messages promptly.
- Maintain great relationships with existing customers and build rapport with new customers.
- Assist the technicians and service writers in locating correct parts.
- Responsible for the organization and cleanliness of the depart

Company Benefits

- Available benefits programs - health, RRSP and tax-free savings.
- Competitive salary based on skills and experience.
- Flexible vacation schedule.
- Opportunities for on-the-job training.
- Profit-share program.

COVID-19 Precautions

- Personal protective equipment provided or required

- Social distancing guidelines in place
- Sanitizing, disinfecting, or cleaning procedures in place
- Must be double-vaccinated upon hiring

Required Skills

- Ability to deal with people sensitively, tactfully, and professionally at all times
- Ability to work well under pressure
- Accountable and dependable
- Customer-focused
- Excellent communication skills
- Positive team-driven attitude
- Highly flexible with solid interpersonal skills
- Positive Energy
- Strong attention to detail
- Works effectively in a diverse and dynamic environment

Other Requirements

- Charismatic personality with a professional appearance and manners.
- Experience in customer service is an asset.
- Ability to effectively communicate both verbally and in writing.
- Must have a valid driver's license.
- Previous RV industry knowledge is considered an asset.

How to Apply

Please bring in a resume and speak with Marty between 9:00am - 3:00pm, Monday to Friday at 9 Trout Lake Road, Aweres Township, Sault Ste. Marie, ON.

You can also email your resume to employment@christiesrv.com

Christie's RV values diversity and is an equal opportunity employer. Christie's RV is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

If you require an accommodation to apply or if selected to participate in an assessment process, please advise Christie's RV.