



Podolinsky Equipment Ltd. has been proud to support the local community as your local John Deere dealer for 60 years. With the addition of Arctic Cat, Polaris, and a host of other vendors, we are now a one-stop shop for work and play.

We are currently seeking a Full-time **Customer Support Representative** for our front desk. As a member of our team, you will be responsible for increasing customer satisfaction and loyalty by providing support for in-bound customer calls, text messages, & emails for products and services offered through the dealership.

Location: Petrolia, ON

Position Type: Full-Time, permanent

Working for Podolinsky Equipment Ltd., you can count on:

- Competitive pay
- Health and Dental Benefits
- Group RSP Benefits
- Career advancement opportunities
- Advanced training
- Employee Discounts
- On-site parking

Responsibilities:

- Receives visitors and telephone calls ensuring these individuals are directed to the proper parties within the dealership, distributes messages to appropriate personnel on a timely basis using contact management system.
- Provides effective solutions to customer needs in a timely manner via telephone, e-mail and other communication methods.
- Processes customer transactions including purchases for toys and merchandise, payments on accounts, payments for service work completed.
- Serves as an internal resource for dealership employees to assist in providing customers with timely and accurate information.
- Takes responsibility to ensure customer interactions always result in an effective and timely solution.
- Provides administrative support to the accounting, sales, parts, and service departments as requested.
- Provides technical support to customers for John Deere Equipment.
- Determine whether customer issues can be resolved over the phone or coordinate with responsible service department to create work orders and set up service calls.
- May assist Service departments during high call volume by answering overflow service/parts calls.



- May assist with monitoring machine alerts & identifying opportunities to provide proactive customer support.
- Support Management in pursuit of corporate policies, plans, goals, and long-term objectives.
- Completes daily administrative tasks, such as daily post, document filing, maintaining the copier & providing assistance to others, etc.
- Participates in ongoing training to continually develop technical knowledge and skill sets
- Completes all reports and forms required in conjunction with work assignments.
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service.
- Maintains a clean work area and performs work in a neat and orderly fashion.
- Follows all safety rules and regulations in performing work tasks

Qualifications:

- Outstanding customer service, excellent communication skills, and ability to problem-solve
- Must be able to work evenings and weekends
- Ability to use standard desktop applications such as Microsoft Office and internet functions
- Ability to use the dealer business system and other programs specific to the position
- Agricultural industry knowledge is an asset

Please submit resumes to:

Email: tammyl@podolinsky.com

Human Resources Coordinator