

CLIENT CARE REPRESENTATIVE



Ontario Motor Sales

Job Description

With the advances in technology and the on-line shopping process, we have an immediate opening for an on-line client care coordinator. The successful candidate will be skilled at managing an existing database of clients while providing support to our on-line shoppers via email, chat, text and video conferencing. If you have a passion for people and are looking for an opportunity in an expanding role in the automotive retail sector, we would like to discuss this position with you.

What You Bring

- The desire to deliver amazing customer experiences
- Strong presentation and communication skills
- Skill and willingness to communicate through various means including video, text, phone and email.
- Solid organization skills and attention to detail
- Experience in a sales or customer service environment.
- Call centre experience would be an asset
- Computer proficiency including knowledge of MS Windows, CRM software, social media and more
- The knowledge, desire and discipline to follow an organized online concierge process/approach
- Ability and willingness to work in a team environment
- Adaptability and willingness to learn
- Ability to work in fast paced environment with tight deadlines
- Availability to work evenings and Saturdays
- OMVIC certification (may be obtained upon hiring)
- English as a primary language
- Secondary (high) school graduation certificate

What We Bring

- Industry leading marketing and management support
- Employee group benefits
- Aggressive compensation plan
- Continuous training opportunities
- Skill and willingness to communicate through various means including video, chat, text, phone and email
- Healthy and safe working environment

Apply Now | Human Resources, Hiring Manager | hr@ontariomotorsales.com

Job Description

- Answer incoming customer inquiries
- Record and modify customer information within the database
- Engage with clients in a friendly and professional manner while actively listening to their concerns
- Offer support to customers in accordance with the company's customer service policies
- Other duties as requested

Be Prepared to Provide:

- Criminal record check
- Own transportation
- personal and professional references
- Extended health care
- Dental care
- Vision care
- Vacation & paid time off
- On-site parking
- Company events & social hours