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Yorkland Controls + Environmental Solutions – www.yorkland.net

In business for over 50 years, Yorkland Controls has roots in distributing and warehousing heating control products such as Flame Safeguards, Valves, Burners, Combustion and Boiler Management Systems. Over the past several years, we have expanded into new markets including Building Automation, Lighting, Security and Energy Services. We have several branch locations in Ontario, Nova Scotia, and British Columbia.

JOB POSTING: Customer Service Representative (CSR) – Technical

Yorkland - Industrial Process Solutions group (combustion) - Mississauga branch

The role of a Customer Service Representative-Technical is to help customers understand the products and services being offered by Yorkland Controls. They answer inquiries by phone and e-mail. The Customer Service Representative also handles quotes, orders, concerns, or other issues. Their job is to help ensure customer satisfaction. The Customer Service Representative also helps promote continued customer interest in Yorkland Controls products and services.

Job Description

Duties and responsibilities:

- Learn to identify customer needs or desires in order to recommend the appropriate product or service
- Learn the products to be able to answer customer questions
- Work with colleagues when necessary, to resolve customer's technical requirements
- Keep a record of incoming inquiries to be able to reference at a later date
- Be able to process quotes, orders, purchase orders, warranty claims, or other customer requests
- Provide feedback to other departments to help improve sales, marketing, and business processes
- Learn the software systems used by the company to be able to communicate effectively with incoming inquiries
- Manage/update customer contacts and interactions within Customer Relationship Management (CRM) software

Skills:

- Possess excellent customer service skills
- Must have excellent communication skills, both oral and written
- Ability to interact with customers and team-members in a professional manner
- Ability to work independently and prioritize responsibilities
- Attention to detail to be able to provide written communication to customers that is free of numerical, spelling, or grammatical errors
- Ability to multitask
- Strong organizational skills to be able to keep up with various customer needs and conduct follow-ups in a timely manner
- Adaptability and flexibility in order to deal with different customers and needs in a short period of time
- Have a technical aptitude to identify part numbers from bills of materials/drawings based on customer descriptions
- Eagerness to learn new products
- Computer skills including MS Word, Excel, internet and email

Qualifications:

- HVAC or combustion experience preferred
- 3-5 years of experience in industrial/commercial customer service/sales environment
- College or University degree preferred, will consider equivalents

Please submit resume to yorkland@yorkland.net