



North American Transit Supply Co

375 Bronte Street N

Milton Ontario L9T 3N7

Office 905 876 0255

Fax 905 876 0244

Email resume to: jobs@natsco.ca

Job Description: Customer Service Representative

Purpose:

This position is to continue growing Natsco's team of frontline Customer Service Support while helping grow our sales volumes. As the Customer Service Representative (CSR) is in daily contact with our Customers, they are crucial in growing our sales volume.

Position Summary (but not limited to):

Purpose is to manage all aspects of Customer spare parts orders including: parts identification, quoting sell prices (within a prescribed margin) taking freight and duty costs into account, providing alternate product solutions etc. Improve our service quality and reduce defects in all aspects to our customers. Clear understanding of cost/sell, markup and margin.

Accountabilities/Duties (but not limited to):

Assume all responsibility for managing Customer orders, especially material owed to our customers, through aggressive expediting of internal and or external suppliers.

Working with our customers on their usage requirements ensuring adequate inventory is on hand based on mutual & approved stocking agreements

Preparing customer quotations and ensuring response by established deadline(s). Support in preparing formal bid as and if required.

Identify and act on opportunities to create new sales opportunities with each Customer call (up-sell)

Become an expert on the equipment operated within the fleets managed by the respective CSR

Identify and implement actions that will make it easier for our customers to do business with Natsco.

Proactive communication and responses with follow-ups ensuring closure.

Consolidation of customer contact information

Provide support to the Outside Sales Team on various projects and customer sales initiatives as and if required

Industry experience an asset

Bi-Lingual an asset (English & French)

Job placement is for our Milton Ontario office.

Competitive wage and competitive benefit plan are offered

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