

Service Coordinator

ND Graphics, a leading supplier of equipment and material to the sign and image markets in Canada for the past 26 years, has an opening at its Concord Ontario head office for a Service Coordinator.

This position reports to the National Service Manager and is primarily responsible for support, communications and new business initiatives and includes the following duties:

- tracking and expediting service parts and handling returns to vendors
- preparing, sending and following up on quotes for service work
- contacting customers to ensure their satisfaction with our work
- creating documentation for methods, procedures and business programs
- communicating with customers and providing information on available services

Requirements for this position include:

- post-secondary education and a minimum of 2 years Customer Service experience in a technically oriented environment
- strong working knowledge of Microsoft Word and Excel and related keyboarding skills
- proven ability to make independent decisions in unscripted situations
- excellent organizational skills
- resourceful and enthusiastic approach to problem solving
- excellent English and French language skills with a professional and persuasive telephone manner

This position offers a competitive salary, paid provincial health care, group benefits including dental, prescription drugs and life insurance and group RSP participation.

We invite you to submit your cover letter and resume, in confidence, to: jobs@ndgraphics.com

Visit us at www.ndgraphics.com