



“PBS is the fastest growing “All Inclusive Business Platform” vendor in North America and we have only just begun! “

The Opportunity:

We are changing the way people buy and service cars one dealership at a time. In business for over 30 years, PBS is the third largest DMS (Dealership Management System) provider to the North American retail automotive industry. Each month we welcome hundreds of new users to our software platform, and we need your help.

We are unique in the industry because we view our customers as business partners, technology innovators, and friends. Our software can run all aspects of an automotive dealership with sales, service, inventory management, and accounting modules.

And that is where you come into the picture. While specific roles are posted, PBS is always open to pivoting with quality people and adding to the team based on your skills and the needs of our customers. After you join the team, we will continue the process of moving you into new roles based on your talents, growth, and interests.

The Role:

PBS Systems is looking for an enthusiastic and organized individual to join our Client Services team to support the Install Services Team, as a Bilingual (**French/English**) Parts Customer Service Representative. You will provide top quality knowledge and expertise in both official languages, to our clients who contact our call center. You will be providing immediate solutions and services. The Bilingual (**French/English**) Parts Customer Service Representative is responsible for handling trouble shooting, documenting issues, training customers, and following up on incidents relating to our software/services and performing implementations.

Job Responsibilities:

- Provide excellent software support to our customers in the Parts module to our French and English-speaking customers
- The Parts Customer Service Representative keeps users informed about their escalations/incident's status at agreed intervals
- Ensure support services are delivered professionally and effectively
- As a Bilingual (**French/English**) Parts Customer Service Representative, you need to be able to communicate effectively, provide empathy for the customer, as well as build and maintain positive relationships
- Participates fully in coaching and follows action plans given
- Willingness to commitment to an ongoing system of education and cross-training
- Occasional Travel required (25% a month)
- Proof of Covid - 19 vaccination required

Qualifications:

- Previous customer service or dealership experience will be an asset
- Must be fully bilingual (French and English)
- Computer proficiency in Microsoft Office Suite - web

- High school diploma
- Excellent communication skills and phone manners
- Excellent computer skills - Microsoft Office Suite- web
- Problem solving and trouble shooting skills
- Strong documentation abilities
- Previous coaching experience
- Effective time management and organization
- Work well independently and in a team
- Strong multi-tasking and prioritization

What we offer:

- Internal promotion and growth opportunities
- An education department dedicated to helping you with professional and personal development
- The opportunity to travel
- Access to an onsite gym at some locations and/or corporate membership to Goodlife
- Free parking
- Staff events
- Competitive base salary (\$48,000 k/yr. to \$53,000 k/yr. CDN)
- Bonus for product certification up to \$4,800 per year
- Great referral bonus
- Staff discounts with GM, Dell, and more

Should you be selected for an interview, you will be contacted via email. Please monitor your junk/spam folder

PBS Systems thanks all applicants for their interest, however only those selected for an interview will be contacted. PBS Systems is an employment-equity employer. Candidates who require accommodations throughout the recruitment process please contact the Recruiting Department.