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Position Available: After-Sales Service Coordinator

Work Location: Rivière-du-Loup (Québec)

File number: ROBN2-44

Description:

As After-Sales Service Coordinator, you will provide records management for our decentralized wastewater treatment systems. You will have to answer and handle service calls as well as estimate and promote technical services required by our customers. You will chiefly have to perform the following tasks:

- Handle calls and cases from customers who experience problems with their equipment.
- Analyze, go over, and handle cases where installed systems do not work.
- Elaborate, handle, and negotiate quotations and agreements with service department partners who play a role in problem solving.
- Write various messages to customers and partners.
- Estimate and promote technical services required by our customers.
- Ensure compliance with laws and professional standards in the handling of cases.
- Ensure administrative handling of service calls.

Qualifications:

You are a future member of our team if you have relevant professional or technical training in this field (municipal inspection, environment, civil engineering, or others). Experience in the fields of wastewater treatment or environment as well as a good knowledge of spoken and written English are strong assets. Spoken and written communication skills as well as familiarity with the MS Office suite are essential. We are looking for people who are professional, mobile, and able to work on their own.

Contact:

If you are interested, please send your resume to the Organizational Development Team, to the attention of Josée Dionne.

1, avenue Premier, Rivière-du-Loup (Québec) G5R 6C1

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