



YORK FLUID CONTROLS LIMITED
FLUID HANDLING INNOVATIONS SINCE 1960

TECHNICAL SALES / CUSTOMER SERVICES REPRESENTATIVE

The Customer Service Representative is responsible for providing technical support and assistance in an effort to provide solutions to solve customer fluid handling and transfers while working to increase revenue through the development of our represented products and related services, particularly as related to the pumps in industry for food processing, chemical, industrial, mining, and municipal sectors.

The candidate will utilize individual technical, administrative/clerical and communications skills to ensure the adequate support necessary for maintaining customer relationships and meeting organizational objectives. This is a great entry level position and the successful candidate can be confident in the potential growth opportunities within the organization, either in a Sales, Engineering, or Operations capacity.

JOB RESPONSIBILITIES:

- Provide technical support and services to customers; sales, operations and administration departments as needed;
- Prepare daily quotations/bids/letters, contracts; process pick up slips/returns and job management;
- Assist Technical Outside Sales Representatives in daily office duties; answer incoming inquiries; disburse messages accordingly; maintain flow of communication; continue to build customer relations and interact with all departments to resolve any process discrepancies.

QUALIFICATIONS & RELATED EXPERIENCE:

- 1 – 3 years' experience in a fast paced customer service environment;
- Mechanical Engineering Certificate/Diploma;
- Technician or Technology program or degree in Mechanical Engineering preferred;
- Previous experience in sales and liquid handling service industry is an asset;
- Proficiency in Microsoft Office products and the use of computer applications;
- Attention to detail – strong organizational and computer skills;
- Strong interpersonal, customer service and time management skills, and;
- Effective communication skills, both verbally and written.