



Customer Service Representative

Mobile Instrument Service & Repair (MISR) is a Canadian company that has been in business since 1982. As Canada's largest surgical instrument repair company, MISR is committed to being comprehensive partner for surgical instrument repair and preventative maintenance. We are seeking a Customer Service Representative for immediate full-time employment in our Oshawa-based National Repair Centre.

The successful candidate will report directly to the General Manager and will have the following responsibilities:

- ✿ Participates actively as a member of a three-person customer service team that works collaborative to ensure top quality customer service;
- ✿ Communicates professionally through verbal and written interactions;
- ✿ Provides customer quotes, seeks repair approvals, sends invoices, and manages the associated paperwork with high accuracy;
- ✿ Becomes competent in surgical instruments and their repair process;
- ✿ Assists with the response to RFP and other bid opportunities;
- ✿ Responds to customer complaints and assists in their resolution;
- ✿ Responds to customer and sales team inquiries related to repair pricing or services;
- ✿ Develops a good understanding of the quality management system in place, provides insight when improvements can be made and ensures adherence to the policies and procedures;
- ✿ Maintains a safe and positive working environment free of bullying or harassment;
- ✿ Performs various other tasks as is requested/required by the General Manager or other management personnel (e.g. shipping and receiving)
- ✿ Conducts oneself and represents MISR ethically and professionally at all times.

Suitable candidates will possess the following skills and experience:

- ✿ A degree or diploma with a business or administrative focus;
- ✿ Two or more years of relevant customer service experience; ISO or quality management experience also an asset;
- ✿ Proficiency in Microsoft Office Suite;
- ✿ Competence to work with in an ERP accounting system (specifically Sage300);
- ✿ Excellent English language skills – verbal and written. French language skills would be a significant asset.

MISR offers a competitive remuneration program with benefits. Please send a cover letter and resume to careers@mobileinstrument.ca. Only short-listed candidates will be contacted. No phone inquiries please.