



DYNAMIC TIRE INC. IS LOOKING FOR A CUSTOMER SERVICE REPRESENTATIVE (CSR)

Welcome to Dynamic Tire! Canada's ONLY Strategic Sourcing Partner in the tire wholesaling industry. With over 25 years of experience in multi-national import operations, expert engineering capabilities, cutting-edge web-based ordering systems, and over 400,000 square feet of Canadian warehouse capacity, it is evident why Dynamic Tire is the choice of Canadian retailers and wholesalers.

DYNAMIC PEOPLE MAKE A DYNAMIC BUSINESS

At Dynamic Tire, we strongly believe that our company culture is at the core of our success. We understand that a positive, inclusive, and collaborative workplace culture is essential for attracting top talent, encouraging innovation, and ultimately driving business growth. We strive to create an environment where our employees feel valued, supported, and empowered to reach their full potential. If you share our values and are passionate about working in a dynamic and exciting company culture, we encourage you to apply and become a part of our team.

Position: Customer Service Representative

Reporting to: Manager, Customer Service

Summary/Objective

Responsible for servicing all 3 business units within the organization (STA, STU & DTI). As a Customer Service Representative, you will be the friendly face and voice of our company, dedicated to delivering exceptional service and support to our valued customers. Your main responsibilities will include handling customer inquiries, resolving concerns, and providing accurate information about our products and services. With your strong communication skills and empathy, you will create positive interactions, building trust and loyalty with our partners. Join our dynamic team and be a vital part in ensuring an outstanding customer experience.

Essential Functions

- Responsible for placement and processing of orders, returns and exchanges.
- Efficiently manage customer invoicing processes, ensuring accurate and timely generation of invoices.
- Diplomacy in satisfactorily resolving customer complaints via phone, email or fax.
- Must respond to customer inquiries via phone or email in a timely manner.
- Maintains and organizes clerical records and documents.
- Provides feedback on efficiency of the customer service process.
- Follow-ups on warranty products.
- May be required to assist and conduct inside sales.
- Meet or exceed key performance indicators (KPIs) related to customer satisfaction, response times, and issue resolution.



Travel

Seldomly

Skills and Qualifications

Teamwork, Interpersonal Skills, Following Direction, Flexibility/Adaptability, Stress Tolerance, Listening, Tactfulness, Positive Attitude, Approachable, Patience. Ability to write routine reports and correspondence. Ability to communicate clearly to customers both in writing and verbally. Sales, Customer Service Skills, Excellent Written and Verbal Skills, Good Judgment, Responsive to Customer's Needs, Perseverance, Attendance.

Required Education and Experience

Post-Secondary Education in Business Administration, Marketing, or related field.

5+ years of experience in a customer service setting

Experience within the tire industry is preferred.

Demonstrated ability to manage and prioritize multiple projects and clients simultaneously.

Proficient in Microsoft Office and CRM systems.

If you are a self-starter with a passion for customer service, we encourage you to apply for this exciting opportunity to join our team at Dynamic Tire.

