

Client Care Associate

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Company: Steele Auto Group

Location: Canada

Category: office-and-administrative-support

Steele Auto Group has an immediate requirement for Client Care Associate to support our Nova Scotia, New Brunswick, PEI, and Newfoundland locations!

The Client Care Associate is responsible for advising the customer of their upcoming service requirements, recalls and to schedule appointments. The work is all about customer care with a focus on the ability to serve and communicate with our clients efficiently and efficiently.

As an employee of Steele Auto Group, we always put you first. You can expect competitive compensation packages with flexible health and dental plans to match your needs. Our Employee and Family Assistance program offers a portfolio of healthcare services to keep you and your family healthy. As Atlantic Canadas Largest Automotive Dealer Group, we offer an industry leading retirement savings plan with employer match, and opportunities for growth and advancement to support our employees' futures.

We are working hard to evolve and lead with a new customer experience in the automotive industry. Our adoption of personalized, innovative service videos has been instrumental in creating a more transparent and helpful service experience – one where the customer has all the information and is in control. The role of the Client Care Center Associate is to advise the customer of their upcoming service requirement and to schedule an appointment. This is not a sales position – nor are commissions involved. This is all about customer care. If you love serving customers, this is the perfect role for you. **This is primarily a remote, at home position; however, onsite attendance and visits to dealerships may be required.**

Responsibilities include but are not limited to:

Responsible for answering customers by phone call, email, or any channels with friendly and polite manner

Advising the customer of their upcoming service requirement and scheduling appointments

Managing workload efficiently to ensure customers are handled productively

Contacting customers to give them accurate feedback on the progress of their inquiries

Updating customer information as required

Maintaining confidentiality of information

Ensure customers to have high-level satisfaction and repeat business with us by fulfilling their queries

Partner and support with our dealerships to communicate and fulfill customers' needs

Accurately report and document customer details in appropriate systems and tools

Appropriately communicate and solve any situation requiring support for resolution

Performing other duties as the need arises

Requirements:

Bilingual in French and English would be considered an asset

Strong computer skills

Proficient in Microsoft Office Suite (Outlook, Excel, Word)

Previous experience in a customer focused role, with an ability to see things from different perspectives

Effective, Two-Way Communication skills

Organized with ability to prioritize work Strong technical skills and highly motivated

Works well both independently and as part of a team

Strong multi-tasking ability

Why Steele Auto?

Competitive compensation package with flexible health and dental plans

Virtual healthcare and mental health/wellness support programs

Employee and Family Assistance Program

Industry-leading Retirement Savings Plan with employer match

Opportunities for career growth and advancement

A safe, inclusive, and dynamic work environment

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