



Focused
on Solutions
Since 1906



Williams Machinery LP

Based in British Columbia, we are a multi-city equipment dealer with an extensive range of product lines from top global manufacturers of forklift, and construction equipment. Our experience includes forestry, materials management, light construction, agriculture, mining and much more.

Since 1906, Williams Machinery has been providing complete equipment solutions from acquisition and financing to after-sales parts, service, rentals, and training support.

We value honesty, integrity and trust in our relationships and use co-operation and communication to achieve operational excellence for our customers, employees and suppliers.

Date: January 2012

Competition # WMRD6

Position: Service Operations - Aftermarket
Team Specialist

Location: Richmond

We are looking for someone who wants to make a difference. This is an exceptional opportunity to work with all groups in our business to drive operational success. The individual in this role will directly impact business growth and will advance within our group if successful. We are offering an industry leading compensation and performance package to the right individual.

The successful candidate will be working with a team focused on customer service, account management, technical quoting, and operational skills in order to drive revenue. We are seeking someone with technical sales, mechanical aptitude, strong computer skills, initiative, and the ability to “switch gears.” Equally important attributes are a customer service background, and a keen eye for the big picture including the balance of cost savings and revenue generation. You must be as comfortable in a shop environment as you are in a boardroom and show leadership and professionalism.

Responsibilities:

- Customer support working with our Account management team and Parts group
- Internal and retail quoting to drive incremental revenues and maximize expense control
- Work with parts support and the rest of the service team to maximize customer service
- Maintenance Program management including tracking and reporting, new business, and existing customer support and costing for the group
- Internal, Customer and vendor support to optimize price and value

Qualifications:

- Excellent attention to detail, organizational skills and interpersonal skills
- Excellent general computer skills and experience with Microsoft Office applications (Outlook, Word, Excel)
- Customer service skills
- Ability to work in a group environment and work well with or without supervision
- Adaptable to changing schedules and hours if needed
- Valid driver's license
- Technical / mechanical knowledge an asset

Please email your resume and cover letter to tsevrens@williamsmachinery.com, quoting competition #WMRD6, with attention to Manager Customer Care-Service –Service Operations. Thank you for your interest in Williams Machinery.