

*Are you looking for an exciting opportunity to take your skills to the next level?*

Prairie Mobile Communications is a leading Wireless Communications sales and service company. We started from humble beginnings in 1968 in a local garage, to what is now one of Kenwood Canada's largest Land Mobile Radio Dealers and one of SaskTel's largest Authorized Dealers with 24 locations across the Prairies. We offer SaskTel Cellular & Data, Internet and Max TV services in Saskatchewan, along with two-way radio sales and service throughout Alberta, Saskatchewan, Manitoba and Northwest Ontario. We are proud to partner with SaskTel, Kenwood, Motorola, Icom, L3Harris, PBE and many other great companies!

#### **The Role:**

Prairie Mobile Communications is looking to build a team of exceptional talent who share our core values and will place an emphasis on enhance customer experience. We are looking for a motivated and enthusiastic **Customer Service Coordinator** at our location in **Kenora, ON**. This is a full-time, permanent opportunity.

This exciting role will be responsible for supporting the sales and service teams at the branch level. With your passion for delivering excellent customer service, you will act as the first point of contact and interact with all levels of staff, customers, and the public. The Customer Service Coordinator will promote all lines of business with a wide range of products, services and communication solutions and provide excellent customer service to customers either in person, online, or via telephone.

#### **Key Duties:**

- Serve as the first point of contact to customers and respond to inquiries regarding radio products, installations, and repairs.
- Develop solid relationships with existing and new customers.
- Serve as a branch level support function for Sales and Service department.
- Assist customers by trouble shooting radio problems in collaboration with Sales and/or Service Departments.
- Maintain a professional, neat, and tidy front showroom and workstation area.

#### **Qualifications:**

- High School Diploma or equivalent.
- Three (3) years of customer service/office administrative experience in a similar front desk role.
- Two (2) years of experience in a technical service industry.
- Strong oral and written communication skills to communicate effectively with all levels within the organization and with internal and external stakeholders.
- Superior time management and organization skills.

- Ability to work independently as well as part of a team.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook) and Internet.
- Working knowledge of ERP and/or customer relationship management (CRM) software an asset.
- Valid driver's license is required with access to reliable transportation.

**Benefits and Perks:**

- Comprehensive benefits including extended health, dental, vision and more.
- RRSP matching and Educational Assistance Program.
- Continued coaching and support to succeed in your role.
- Respectful and exciting workplace environment driven by our company culture values.



**Find your fit and help us connect people to what's important to them.**

To apply, please submit your resume online at [prairiemobile.com/careers](https://prairiemobile.com/careers) or send an e-mail to [careers@prairiemobile.com](mailto:careers@prairiemobile.com). Please include the position and location you are applying for in the subject line.

*Prairie Mobile Communications is an equal opportunity employer.*

*We thank all applicants for their interest. Only those selected for interviews will be contacted.*