



**WANTED: Automotive Technician/Inside Sales/Customer Support** based in Surrey, BC.

We are recognized as a North American leader in design and manufacture of exhaust brakes, intake shut-off valves, engine brakes, as well as air-spring helper kits for light and heavy duty diesel engine vehicles. We are conveniently located in the Port Kells area of Surrey, BC just blocks away from Highway 1, the Golden Ears Bridge, and South Fraser Perimeter Road.

We are currently looking to grow our Customer Support/Inside Sales Team. We are seeking an individual with an automotive background and customer support experience to join our Inside Sales Team. The position will require the successful candidate to travel approximately 10% of the time within Canada and the US.

**Overview of role:**

The successful candidate will be responsible for a variety of tasks and ensuring all work activities are performed effectively, efficiently, and in compliance with the company's quality system.

This individual must be a highly motivated self-starter who is not in need of daily supervision and must also be capable of multi-tasking.

They must have automotive experience, be an excellent communicator, and a very organized individual as this role requires strong mechanical & theoretical knowledge in automotive mechanics, electronics, pneumatics, and hydraulic systems.

**Responsibilities of a fitting individual will include:**

- Able to work with a customer and define the customer's needs
- Ensuring customer calls are answered in a professional manner and customer needs are satisfactorily met
- Effectively communicating and promoting company products
- Able to provide some technical support/troubleshooting
- Handling customer complaints professionally, effectively, and efficiently
- Liaise with Technical, Sales, and Manufacturing departments (as well as customers) to continually improve the design and function of components
- Learn and understand all manufactured products at a technical support level

**The following will make you stand out from other candidates:**

- Exceptional communication skills
- Minimum 2 years of diesel engine related experience
- Post secondary education in a related field
- Valid class 5 driver's license
- Exceptional time-management and team-work skills
- Microsoft Office knowledge would be an asset



**We offer:**

- Competitive compensation
- Excellent benefits
- RRSP matching
- Regular company functions (i.e. BBQ's, bowling, sporting events, annual holiday party, etc.)
- A fun, laid back environment

While we are open to candidates with varying levels of experience – the ability to learn, independence/maturity, and a good cultural fit will have major bearing on candidate selection

**All applications without a cover letter will be ignored – justify how you are a fit for the above.**

If your credentials match the above requirements and you have the dedication and experience to fill this role, please submit your resume via email (as a Word document or a PDF file) to [hr@pacbrake.com](mailto:hr@pacbrake.com).

Please include the job title and website (i.e. Automotive Technician/Inside Sales/Customer Support – [www.Pacbrake.com](http://www.Pacbrake.com)) in the subject line of your email, along with wage expectations.

We thank all applicants, however, only those candidates selected for interviews will be contacted.

**- Pacbrake Management**