



WANTED: Warranty Administrator / Technical Support based in Surrey, BC Canada

We are recognized as a North American leader in the design and manufacture of OEM and aftermarket products for the automotive industry. 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 seeking a Warranty Administrator / Technical Support to join our Team.

The successful candidate will have automotive technical experience, be an excellent communicator, and a very organized individual. The role of Warranty Administrator / Technical Support requires mechanical and theoretical knowledge of automotive industry.

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

Responsibilities of a fitting individual will include:

- Work with the customer and identify customer needs (*training will be provided*)
- Able to provide Warranty and technical support to customer needs
- Investigating and Reporting on Warranty claims
- Responsible for handling customer queries professionally, effectively and efficiently
- Responsible for ensuring customer calls are answered in a professional manner and customer needs are met to satisfaction
- Liaise with Technical, Sales, and Manufacturing departments (as well as customers) to continually improve the design and function of components
- Responsible for effectively communicating and promoting company products
- Learn and understand all manufactured products at a technical support level

The following will make you stand out from other candidates:

- Exceptional communication and multitasking skills
- Experience as a technical support in an industrial field (automotive is a bonus)
- Exceptional time-management and team-work skills
- Experience in automotive troubleshooting and diagnosis 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.

Please include the job title and website (i.e. Warranty Administrator / Technical Support – www.pacbrakeOEM.com) in the subject line of your email, along with salary expectations.

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

- Pacbrake Management