



Client Service Representative (CSR)

FOSS NATIONAL LEASING – Markham, ON

Driving Innovation

Foss National Leasing (FNL) is a part of the Foss Automotive Group, established in 1962. It is the largest privately owned and operated fleet management company in Canada. Foss has a reputation for superior customer service and providing solutions tailored specifically to the needs of today's automotive fleet managers.

We are seeking an enthusiastic, professional and customer focused CSR to communicate with customers from across Canada while providing friendly, efficient administrative support to the Central Canada Sales team.

Main Responsibilities:

- Daily contact with customers/fleet managers providing answers, solutions and information for managing vehicles
- Account and billing maintenance
- Fuel and maintenance card administration
- Written and verbal communication regarding the different advantages/services of the company for the existing clientele
- Answering clients' questions with regards to field assistance for fuel and maintenance cards, suppliers, billings, etc.
- Producing various types of reports using in-house software
- Serve as central support to clients in their usage of our secured intranet site
- Coordinate clients' information via our different data base systems
- Other duties as may be required to provide high quality service delivery to our customers

What you will bring to the Company:

- At least three (3) years' experience in a similar customer relations position
- Ability to multi-task with accuracy
- Knowledge of a CRM tool such as Sales Force would be an asset
- Ability to prioritize requests and deadlines
- Strong Analytical skills
- Professional phone manner
- Proficient in MS Office Suite; advanced in Excel
- Passion to stay busy and eager to do whatever it takes to get the job done
- Strong written and oral communication skills
- Positive energy and enthusiasm every day
- Previous experience and familiarity with automotive leasing is an asset
- Bilingual (French) is an asset

Job Type: Full-time