

<i>Position:</i>	<b>Customer Service Representative (Ontario)</b>	<i>Position #:</i>	SAV063
<i>Reporting to:</i>	<b>Manager, Business Partner Culture</b>	<i>Level: per experience</i>	
<i>Sector:</i>	<b>Business Partner Culture</b>	<i>Revision:</i>	January 2010

**Role**

The core purpose of the Business Partner Culture team is to provide resource and support services to clients, throughout the service lives of their Nova Bus vehicles. Customer Service Representatives are committed to developing and maintaining excellent professional relations with company clients, building long-term partnerships with their assigned clients and ensuring their continued satisfaction by providing outstanding, reliable service.

**Responsibilities**

- Develop relationships with clients.
- Provide technical support for various Nova Bus models.
- Act as liaison with Nova Bus internal teams to resolve customer issues.
- Take an active part in meetings with customers.
- Participate in the warranty process.
- Analyze warranty trends to strive to eliminate fleet failures.
- Find viable solutions to ensure client satisfaction.

**Education and experience**

- Bachelor's degree in electrical, electrical technology, mechanical or electromechanical engineering, or other relevant training
- 3 to 5 years of relevant experience in mechanical and/or electrical engineering
- Project management experience

**Knowledge and skills**

- Drawing interpretation
- Independence and resourcefulness
- Excellent interpersonal, communication, management and leadership skills
- Knowledge of the Microsoft Office suite
- Travel required

Interested applicants should send their résumé to [ressources.humaines@volvo.com](mailto:ressources.humaines@volvo.com).

Visit our web site at: [www.novabus.com](http://www.novabus.com)

Please note that in-house and external applications will be assessed at the same time.