

BigRig Group has a unique business portfolio that fulfills all trucking needs under one roof, making it one of its own kind in the industry. BigRig Group is an end-to-end transportation solution provider in Canada. We have designed distinctive business models to cater to every type of trucking requirement. Big Rig Group consists of three core businesses - Big Rig Trailers and leasing - a licensed distributor for trailers. BigRig Tires & Services is the fastest growing distributor of commercial, industrial, and agricultural tires. BigRig Partz is the OE & OEM aftermarket parts supplier for commercial vehicles. The comprehensive inventory covers all makes & models from 100+ brands to cater to every demand of commercial vehicle.

We are looking for an ambitious, self-driven Front Counter Representative whose priorities are customers and quality. The Front Counter Representative is responsible for the development of their own sales territory while maintaining and evolving customer relationships. He/ She provides exceptional customer service to customers to achieve customer satisfaction and business growth objectives.

As a member of our team, you'll have the ability and opportunity to use your strong interpersonal skills to provide service and support to customers as needed.

Duties & Responsibilities:

- Maintain excellent quality service with clear and effective communication
- Ability to provide promotional information
- Assists all customers (retail and shop) in selecting required parts in a friendly, professional, and efficient manner.
- Informs customers of companion part requirements and specials and ensures that the customer is exposed to the full product line.
- Answers phone calls, providing price quotes and other information.
- Provides high level of service to internal and external customers.
- Pulls and fills orders from stock.
- Notifies parts manager of out-of-stock parts or shop materials that need immediate attention.
- Locates out-of-stock parts from outside source and submits an emergency order, if necessary.
- Notifies the service advisor and the customer when special ordered parts have been received.

- Verifies will-call and back-order files weekly and returns to vendors, or stocks those items not picked up or required.
- Replenishes assigned inventory daily.
- Assists outside sales representatives with their orders.
- Makes sure all internal requests for parts are billed on service repair order.
- Receives payment from retail customers or obtains credit authorization.
- Ensures that all charge sales are signed by the customer.
- Ensures that all customers receive their copy of the invoice.
- Issues credit for parts returned, ensuring that the original invoice, or its number, is available so that purchase and pricing can be verified.
- Keeps orderly records of all repair orders, invoices, insurance estimates and special-order parts.
- Sets up orders for daily shipment, delivery, or pick-up.
- Keeps front and rear counter areas clean and uncluttered.
- Cleans computer terminals and printers daily.
- Participates in all training programs that are made available.
- Keeps current on new products and product updates.
- Maintains professional appearance.
- Other tasks as assigned.

Qualifications:

- Highschool diploma or equivalent
- Valid driver's license
- Must have basic computer knowledge (Windows, outlook, teams, MS Office Suite)
- Proven dedicated sales experience in the Heavy-duty truck & trailer industry.
- Possess a strong mechanical working knowledge.

- Excellent customer service capability and strong communication skills
- Solid time management and analytical skills are necessary.
- Ability to learn in a fast-paced sales environment.
- Knowledge of heavy-duty truck and trailer parts and after market is must.

Job Type: Full-time

Schedule: 8 hour shift + Overtime (Subject To change according to business needs)

Job Types: Full-time, Permanent

Benefits:

- Casual dress
- Company events
- Dental care
- Disability insurance
- Extended health care
- Life insurance
- On-site parking
- Paid time off
- Tuition reimbursement
- Vision care

Flexible Language Requirement:

- French not required

Schedule:

- 8 hour shift
- Monday to Friday
- Overtime

Ability to commute/relocate:

- Brampton, ON: reliably commute or plan to relocate before starting work (required)

Work Location: In person