

Parts & Service Support Specialist - St. John's, NL

Quorum Information Technologies Inc. is focused on developing, marketing, implementing and supporting its XSELLERATOR™ product for the automotive vertical. XSELLERATOR is a dealership and customer management software product which automates, integrates and streamlines every department in a dealership. Quorum currently is the second largest supplier of Dealership Management Systems for GM in Canada. Quorum is a Microsoft Partner and a General Motors' IDMS Supplier for North America.

Quorum requires a **Parts & Services Support Specialist** to join our dynamic team responsible for remotely supporting our customers' Parts and Service personnel from our Operations Centre in St. John's, NL. As a Support Specialist, you will offer the highest standard of customer service and be responsible for directly interacting with Quorum customers in a professional manner to satisfy their requirements.

Key duties and responsibilities for this position include:

- Supplying thoughtful, timely and accurate answers to customer questions via telephone support.
- Continually learning new features and functions of XSELLERATOR to improve product and dealership business environment knowledge.
- Training dealership staff on the proper use of XSELLERATOR for their business operations.
- Following-up with customer inquiries and staying in touch with customers about their outstanding issues.
- Representing Quorum, its services, and employees in a courteous professional manner at all times.

Qualifications and requirements:

- Automotive dealership experience in the Service or Parts environment is preferred
- Strong analytical and problem solving skills
- Previous experience providing IT support is an asset
- Completion of some post-secondary courses preferred
- Excellent communication skills, both written and verbal
- Professional telephone etiquette
- Highly effective customer service skills
- Positive and confident attitude
- Ability to work in a team environment
- Excellent time management skills
- Able to work rotating shifts
- Ability to multi-task and work independently in a fast paced environment
- Solid attention to detail
- Ability to learn quickly and maintain excellent working relationships with customers and staff

This is a full time, salaried position with an excellent benefit plan. To apply for this position e-mail your resume, covering letter, and salary expectations to hr@QuorumDMS.com. Your e-mail must have "**Parts & Service Support Specialist**" in the subject line.

*****Only those applicants who meet the requirements for this position will be contacted *****