



EMPLOYMENT OPPORTUNITY

Company Name: SIM Group - PS Production Services
Position Title: Customer Service Representative
Location: 8301 Eastlake Drive, Burnaby BC
To apply: Please submit a resume and cover letter to HR@simgroup.com

PS Production Services is looking for an experienced Customer Service Representative to facilitate the rental of Lighting, Grip, Camera Support and Power Distribution equipment to our clients.

If you have experience in the TV & Film industry, including customer service and/or sales activities, then this could be the role for you!

PRIMARY DUTIES AND RESPONSIBILITIES:

- Prepare orders, issue quotes, get approvals, source equipment as necessary, track and reconcile orders
- Fulfill customer deal requirements as per the deal memo
- Manage documentation accurately and comprehensively
- Ensure that accounts are processed and that billing is completed accurately in a timely manner
- Maintain continual knowledge of work order status
- Address customer complaints, communicating to management and Sales as applicable
- Maintain and establish relationships as applicable with local production people and other suppliers
- Utilize company inventory and resources to maximize return on investment
- Participate in an On Call rotation to provide customers with 24 Hour, 7 days a week service

QUALIFICATIONS:

- Good working knowledge of Lighting, Grip, Cable, Generator and Specialty equipment
- Excellent oral and written communication skills (especially telephone skills)
- Minimum of 2 years' experience in the film industry, specializing in Lighting, Grip and Cable equipment
- Extensive knowledge of Microsoft office and database systems
- Problem solving, troubleshooting and negotiating skills
- General understanding of electricity (Voltage, Amps, Frequency), as it relates to the inventories carried
- Ability to work as a team player in a structured environment under stressful conditions
- Attention to detail and record keeping

- Even temperament, respectful disposition
- Knowledge of on-set protocol

JOB COMPLEXITIES:

- Interpret incoming client lists for accuracy and completeness and conform to PS terminology when required
- Ability to converse with client under sometimes adverse circumstance
- Maintain good communications with other PS team members
- Ability to deal with industry expectations, time sensitivities and pressures

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Work is normally performed in a typical interior/office work environment
- Some physical effort required (i.e. some lifting of supplies and material)
- Long hours sitting and using office equipment and computers
- Some exposure to warehouse environment
- Overtime will be required