



## **Customer Service & Office Administrator** -\$20/Hour- Full-Time incl. Saturdays

North Toronto Auction is Canada's premier Independent Auction Company. Located in Innisfil, Ontario, North Toronto Auction hosts monthly Public and Dealer auctions at our sprawling facility. Most recently, the owners of North Toronto Auction launched AutoGavel, Canada's first online vehicle marketplace open to the public! As a result, North Toronto Auction is adding to their team to assist with the organic growth of their strategic plan.

### **The Role**

The Customer Service & Office Administrator will provide exceptional front-line customer service to our guests, while multi-tasking as they perform several administrative projects which support both our pre-auction and post-auction obligations. This role is of extreme importance as it often the first person that our customers speak to when visiting our facility, contacting us through our chat, or making inquiries via telephone.

### **How you will Perform the Role and Succeed**

- Use an exceptional and patient customer service approach to assist both new and existing customers with their auction needs; demonstrating why North Toronto Auction is Canada's premier auction company.
- Perform Pre and Post auction duties including vehicle sales related administration, handling multiple forms of payments, and accurate reconciliations,
- Build relationships with clients in order to build trust and continued business through excellent service.
- Strategize and offer suggestions of improvement to your Supervisor.
- Confidently deal with issues that may arise and trouble shoot solutions accordingly.

### **How you will get Hired**

- Have 3+ years of progressive customer-focused/relationship-based administration experience.
- Ability to multi-task in fast paced auction environment
- Excellent interpersonal skill with strength in conflict resolution
- Self-starter with a positive attitude
- Ability to develop and maintain good relationships with customers
- Computer Skills: Basic PC skills, Typing/Data Entry, Internet, and MS Office

- Strong communication and presentation skills
- Work independently with minimal supervision
- Bilingual French is an asset in the selection criteria
- Proven punctuality and minimal absenteeism from references
- Commit to Full-Time Hours including Saturday Auction Days (min 25 per year)

**Our Commitment**

- \$20/hour or equivalent salary
- Benefits package

Email: [jointheteam@northtorontoauction.com](mailto:jointheteam@northtorontoauction.com)

Position starts Immediately