



We are a manufacturer and distributor of disc brake pads for the automotive replacement market. ABS is an industry leader, supplying over 25 unique markets around the world. We maintain a skilled and diversified workforce that prides itself on producing a quality product. Our goal is to face every challenge as a learning opportunity, to grow and to continuously improve.

Why become an ABS employee?

ABS provides a stable and collaborative working environment continually adapting to meet employee needs. A competitive compensation package, combined with an employee development program and growth opportunities, makes ABS a great place to work.

Client Care Specialist (Bilingual – Spanish/English)

RESPONSIBILITIES

The successful candidate will be energetic and take a proactive role in building rapport and assisting our customers with their product orders, answering their questions and providing prompt resolution to any potential concerns. As the first point of contact, the Client Care Specialist plays a critical role in ensuring our customers have a positive experience with ABS.

Working as a liaison for our sales team, the Client Care Specialist's responsibilities include, daily customer contact, order-entry, improving service based on customer feedback, updating customer profiles, correcting invoices, adjusting for short shipped and returned goods, and preparing customs and shipping documents. The candidate must be available to travel internationally and maintain a valid passport.

QUALIFICATIONS

- Fluent in both written and spoken English and Spanish
- 3 - 5 years experience dealing with customers
- Post Secondary Education
- Detail-oriented with strong organizational skills
- Exceptional interpersonal and communication skills
- Experience with MS Office and Outlook

If you are interested in joining our innovative team and providing exceptional customer service, please forward your cover letter and resume to our Human Resource Manager, Jamie Eck.

c/o ABS Ontime Logistics Inc
525 Southgate Drive
Guelph, ON N1G 3W6
jeck@absfriction.com

Cover Letter and Resume must be in Spanish and English to be considered.