



Customer Service Manager

Sioux Lookout, Ontario

The Beyak Automotive Group operates 5 dealerships and an independent body shop throughout Northwestern Ontario and Northern Minnesota. Our team is committed to providing exceptional customer service, creating a positive work environment, and employee advancement. With over 160 employees across our dealerships, we are always looking for outstanding and hardworking individuals to join our team!

Sioux Lookout GM is currently seeking a motivated individual to be the Customer Service Manager. The ideal candidate will be committed to ensuring our valued customers receive the highest level of service and their experience is engaging, efficient, and effective. This position will be responsible for managing customer interactions, ensuring customer satisfaction, and other administrative duties. The successful candidate will exhibit the following:

- Manage customer inquiries and concerns in a timely and professional manner and direct them to the appropriate department whether in person, online, or over the phone
- Analyze & maintain customer satisfaction metrics and exceed set goals
- Review and streamline customer service processes to ensure efficiency within the dealership
- Coordinate with the sales department to plan and execute inventory & sales lead management
- Work with various departments to ensure a seamless customer experience and assist with various administrative tasks

Remuneration will be based on work experience and qualifications. The successful candidate will also be enrolled in a generous, employer paid benefit plan and retirement savings plan.

Applications will be accepted until Friday, December 13th, 2024. Interviewing will commence as applications are received. Final selection may occur prior to application deadline.

Please email a cover letter and resume to amanda@beyakautogroup.com or drop off in person to:

Brady McKay, General Manager
Sioux Lookout GM
50 King Street
Sioux Lookout, ON P8T 1A8

*We thank all applicants for their interest in this position.
Only those selected for an interview will be contacted.*