



## **TECHNICAL ADVISOR (NIGHT SHIFT)**

---

Danfreight Systems Inc. is a Company located in Joliette specializing in isothermal transport between Quebec and the American West Coast. The company is currently seeking a technical adviser to join its evening team. The incumbent will be responsible for providing high-level customer service such as responding, analyzing and processing requests from drivers. This is a full-time permanent position, rotating evening schedule. The person in office will work from 15:30 to 00:00, 1 weekend out of 2.

### **MAIN RESPONSIBILITIES**

- Deal with breakage calls on the road, diagnose and search for solutions to keep drivers safe and limit Company's expenses;
- Schedule the appointment if required and direct the driver to the identified supplier's place of repair;
- Create work orders in the system;
- Coordinate repairs;
- Assist teammates during peak periods or as required by the service;
- Act as a resource person and promote compliance and road safety with the customer drivers;
- Act as an extension of the customer compliance service by managing the occasional problems of evening compliance: fuel cards, drug and alcohol screening, logs, permits, transponders, vignettes, general questions;
- Validation of driver files;
- Follow up on renewals in driver files;
- Make changes to permit binders 5 times a year, laminating, etc.;
- Disaster management.

### **REQUIRED SKILLS**

- A minimum of 2 years of experience in a similar position;
- Knowledge of heavy truck industry and mechanics;
- Excellent customer service and team spirit;
- Good management, leadership, problem-solving, resourcefulness and autonomy skills;
- Ability to work in a fast-paced environment;
- Bilingualism: French and English.