

JOIN OUR TEAM TODAY

Drilling Tools International, Inc. has quickly become the leading supplier of drilling tools for the global oil and gas industry. We recognize that our people are our greatest strength. Enthusiastic, passionate team members dedicated to being a part of our family is key to our success. We are committed to providing a safe, respectful work environment that cultivates a unified spirit – an atmosphere where our team works together for the common goal of providing the highest quality products along with excellent customer service. Drilling Tools International's recruiting is managed at the regional level. Feel free to call your local regional office to inquire about additional openings. We also post opportunities on our LinkedIn page.

Customer Service Representative based in Leduc, Canada

The Customer Service Representative (CSR) is responsible for receiving, reviewing, and processing customer tool orders. CSR are the liaison between DTI production and the customer for communicating the In-Process status of customer orders. Duties include managing the workload of the Tool Expeditors, Service Technicians, Machinists, Welders, QA/QC and NDE personnel to meet requested delivery requirements. Duties will also include communicating with customers any Non-Conformance concerns and reporting those concerns to the Quality Manager. They are required to adhere to all safety and quality policies implemented by Drilling Tools International, Inc. **Must have experience in forklift operation and overhead crane.**

Education:

- GED or High School Diploma, Technical background preferred.

Experience:

- 1-5 years previous CSR experience or in-house CSR trainee program preferred.
- Computer experience

Qualifications:

- Technical Aptitude
- Coordination skills working with schedules on multiple projects.
- Ability to communicate on technical issues.
- Strong organizational judgment.
- Ability to successfully work with people in all areas of the organization.
- Certified to drive a forklift.
- Computer skills and an Aptitude to expand on computer skills.

Key Responsibilities/Essential Functions of the Position:

- Daily interact with operations and sales staff and confirm resources for operation and production are available.
- Leads employees through the entire rental procedure from tool order, order preparation, order shipment, order return, tool inspection and repair, and accurate and prompt billing paperwork processing for timely billing.
- The ability to communicate with vendors, customers, expeditors, technicians, and the operations manager all needs for product realization.
- The ability to work with and understand the multiple specifications for Rotary Drill Stem Elements.
- The ability to work with and understand all aspects of the API/Q1 Specification for Quality Systems Standard
- The ability to understand and coordinate NDE work under the requirements of nondestructive examination standards.
- The ability to accurately record customer requests and requirements.
- Lead and/or present safety topics and conduct safety meetings.
- Inventory supplies and order as necessary.
- Other duties as assigned.

Competitive wages and complete benefit package offered. Resumes may be submitted to HR@drillingtools.com with the subject line of: Customer Service Representative, Canada



DRILLING TOOLS[®]
INTERNATIONAL

drillingtools.com

*Drilling Tools International is an
equal opportunity employer.*

SIPTENETS



LOCATIONS