



Job Description

Job Title: Asset Management – Client Team Leader

Company Overview:

Coreio Inc. is a leading Toronto-based IT services provider that delivers IT Infrastructure and Operations solutions for enterprise-scale companies across North America. We build on our 35-plus year history as a strategic partner, and apply our experience as in-house IT experts, to help our clients solve complex business and technology issues, so they can focus on what they do best.

Job Summary:

Manages the day-to-day operations of the Asset Management Team and performs the role of first level escalation contact for staff and customers.

Key Accountabilities:

- Manage Lifecycle Refresh team, Delivery Management and Client Assets
- Corresponding with clients
- Responding to hardware inquiries
- Educating clients on internal processes and SLA
- Investigating whereabouts of devices listed as 'not found'
- Weekly conference calls with clients
- Team Hiring and performance reviews
- Central Point of Contact for Customers
- Problem Resolution/Quality Management
- Process/Tools Design, Implementation and Results Monitoring
- Actively monitor and report on Asset Management performance to both Coreio and customer management as required.
- Provide direction for all client related activities where required
- Ensure appropriate, skilled staff is in place to meet contractual obligations including Service Level Agreements.
- Act as backup to fulfill agent roles when staff is on vacation, absence and volume situations
- Ensure a high level of client satisfaction through frequent and clear communications with staff and clients.
- Ensuring that staff are maintaining their responsibilities within the customer and/or Coreio tools with respect to the quality and quantity of information.

- Completion of any internal HR paperwork as required i.e. Expense, overtime reports and holiday request forms
- Participation and scheduling of internal team meetings
- Participate in the ongoing development of tools and supporting processes.
- Share resources/skills and provide other client teams assistance as required

Requirements/ Qualifications:

- Preferred at least 5 years in a customer service/Asset Management/Lifecycle role
- Ability to communicate effectively with all types of personalities.
- Ability to work in a fast-paced environment.
- Strong communication skills
- Good organizational skills and time management

Coreio is an equal opportunity employer and values diversity in its workforce. Coreio encourages applications from all qualified individuals and will accommodate applicants' disability-related needs, up to the point of undue hardship, throughout all stages of the recruitment and selection process. If you require a disability-related accommodation in order to participate in the recruitment process, please contact the Human Resources team by email at careers@coreio.com.