

CWD is a place for people that love to learn and grow. Our culture is challenging and collaborative. We give a deep sense of purpose to create amazing solutions that are truly different and empower our customers. Our goal is always to build strong, diverse teams of innovative people and give them the tools to succeed.

Join us and do more than you ever thought possible and learn from some of the best minds in the industry.

If you're ready for opportunity, introduce yourself.

Title: Administrative Assistant (Co-op) - Customer Experience

Co-op Duration: 4 to 8 Month Co-op (Summer 2019)

Location: Niagara Falls, ON

This candidate would focus on assisting the Customer Experience Manager with various CX/UX initiatives, department projects and other administrative tasks.

Customer Experience Department Overview

The Customer Experience Department comprises of two teams:

Customer Experience

CX team owns the user experience that relates to customers in all touchpoints of their brand journey: from websites to fulfillment to products and returns, by focusing on continuous improvement and implementation of innovative customer centric strategies. From product development to the online experience, this team uses tools such as web analytics, journey mapping, and product workshops to ensure continuous improvement of the user experience, reduction of checkout abandonments and increase in website conversion.

Support

The Support team's mission is to provide excellent service in a professional and courteous manner through direct customer touchpoints such as email, chat, and phone methods. This team is passionate about ensuring each customer interaction ends on a positive note by providing a personalized experience, offering creative solutions and owning the interaction every step of the way.

The successful candidate will be responsible for:

Administrative Support:

- Create reports for decision making
- Conduct online research as required to support new projects and initiatives
- Communicate with external vendors
- Conduct website audits to identify issues that are causing negative experiences
- Assist with preparation of ongoing CX initiatives such as journey mapping sessions, brainstorming and greenlight thinking sessions.
- Perform general administration duties such as: preparing documents, preparing meeting agendas and taking minutes.
- Assist with implementation of new processes and revision of existing processes
- Assist with review and finalization of standard operating procedures
- Create Purchase orders as required

3rd party Communication:

- Communicate with 3rd party vendors for meeting schedules, invoice payments, etc.
- Manage communications and implementation of processes with 3rd party vendors for various projects

Other

- Effectively complete other duties as assigned.

The successful candidate requires:

- Current enrollment in an office administration program or another equivalent program
- 1-year experience in an administrative role or customer service role is preferred.
- High School Diploma (OSSD)
- 1-2 years' experience in a fast-paced setting
- Experience using Microsoft Office – Excel/Word
- The ability to multitask, learn quickly and easily adapt to a changing environment
- Detail oriented

If the above interests you, then apply to join a fast paced, creative and energetic team!

Candidates who reside within a 45-minute commute of our office will be given preference.

About Us

We exist to empower people. To do that, we create innovative consumer electronics that are smart, simple and stylish. From baby safety devices to home theatre systems we push ourselves to deliver ground-breaking products that improve lives. Our success is measured in customer satisfaction above profits and because of that we have been in business for almost 60 years and our creations can be found in most major retailers. Together in teams, as a company, as a community, we are committed to Creating What's Different.

CWD is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environment. We will accommodate the needs of the applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process. Information received relating to accommodation measures will be addressed confidentially.