

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 the opportunity, introduce yourself.

**Title: Customer Experience Support Manager**

**Location: Niagara Falls, ON**

We are currently looking for a Customer Experience Support Manager who will lead our internal and outsourced team to provide outstanding service and support for our Levana and Defender brand customers. As an advocate for the customer, you will create policies and procedures along with managing the day to day operations of the department leading the way to achieve our goals.

**The successful candidate will be responsible for:**

**Customer Experience Support Leadership**

- **Advocate for the Customer:** Achieve customer experience excellence by acting as the voice of the customer to improve our existing future products
- **Cross Departmental Alignment:** Work cross-functionally with peers and management in the Research and Development, Logistics, and Ecommerce and Marketing departments to ensure alignment of the department and corporate strategy and goals
- **Strategic Planning:** Participate and focus on strategic planning with upper management
- **Product Training:** Lead new product introductions and training sessions for internal and external support teams
- **Additional Support Hours:** Provide after hours on call availability for escalation of incidents that affect business operations

**Customer Experience Support Management**

- **Performance Management:** Manage team member performance through performance evaluations, coaching, and mentoring to build a customer centric and goal driven team
- **Customer Management:** Maintain the highest level of customer satisfaction by developing relationships, exceeding client expectations, and proactively averting or managing escalations
- **Customer Satisfaction:** Conduct regular surveys to gauge satisfaction to ensure customer excellence is delivered
- **Standard Operating Procedures:** Develop and implement policies and procedures to provide superior customer service
- **Escalations:** Expertly address customer inquiries and ensure timely, accurate and courteous customer service including resolution of complex customer problems/complaints is achieved
- **Problem Solving:** Support customers by analyzing the problem and developing innovative solutions to satisfy and surpass their needs
- **Proactive Resolution:** Identify opportunities to best serve our customers to achieve and maintain excellence

### **External Relationships**

- **Project Management:** Lead the outsourcing project of a 24/7 Omni channel customer support partner and continue to manage this external relationship
- **Metric Creation:** Develop tools, standards and KPIs for the outsourced customer support partner
- **Transfer of Knowledge:** Train external team on products and processes as necessary and in person on a quarterly basis; travel to Asia may be required

### **The successful candidate requires:**

#### **Education and Experience:**

- University degree or college diploma in Business Administration or a related field
- A minimum of 7 years of customer support experience with 3 years in a leadership capacity
- A minimum of 1 year experience managing an outsourced call center in Asia
- Experience and/or a keen interest in electronics
- Proficiency using Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Knowledge of ERP and CRM systems
- Proven record of driving projects to improve customer support experiences

#### **Technical Skills:**

- Strong attention to detail, ability to multitask, excellent organizational skills and time management skills
- Strong, organization, communication and interpersonal skills
- Analytical and highly motivated, self starter
- Ability to work in a fast paced and constantly changing environment

#### **Cognitive Skills:**

- Flexible and creative in approach to problem solving
- Simplify: detangle issues to their core factors and focus on these
- Innovate down to the details
- Strive to create what's different
- Forward Thinking: Need to look beyond today and understand how things will change tomorrow in our business

#### **Emotional Intelligence:**

- Self-awareness: strong desire to develop and improve yourself and knowing when to seek outside expertise and experience
- Self-regulation: knowing when to push and when to stop
- Motivation: remain self motivated while creating enthusiasm in others
- Empathy: understand and care about people's current reality
- Social skills: understand people, develop trust, and help them

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

## 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.