

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 Support Representative (Contract- end date of December 31, 2019)**

**Location: Niagara Falls, ON**

For our upcoming peak season, we would like to bring onboard a customer supports representative to assist us with handling increased customer contacts. The successful candidate will be responsible for providing exceptional customer support that exceeds our customer's expectations.

In order to join this best in class customer experience team, you will be required to complete all steps of the application process including the **Customer Support Representative – Email Response** challenge. Please read and review the **“HOW TO APPLY”** section.

**Customer Experience Department:**

We are an in-house team that provides support for our industry leading brands like Citizen, Electrohome, Magnasonic, Fluance, Levana and many more that CWD designs, markets and distributes right here in Niagara Falls. Our strong Customer Experience team contributes to the success of our business by providing their opinions on processes, ideas for research and development and various projects in addition to providing our customers with an overall exceptional experience. As part of our team you will enjoy perks such as personalized work stations, exciting team and company events, personal development and plenty of career opportunities both in the department and within the organization! Our hours of operation are Mon-Fri, 8:15AM-5:15PM.

**Role Responsibilities:**

**Email/Phone/Chat Support**

- Respond to incoming customer inquiries related to pre-sale, sales, billing, shipping, order processing and product technical inquiries
- Follow up with customers via outbound calls or emails as necessary
- Provide exceptional customer service via phone, email and live chat contact methods
- Issue Return Authorizations for our customers and dealers after technical troubleshooting does not resolve the product concern

**Other**

- Identify and report trends on customer inquiries or issues to help improve internal processes
- Assist with new product testing and feedback as required

**The successful candidate requires:**

**Education and Experience**

- High School Diploma (OSSD)
- A college diploma or certification in a related program would be an asset (Ex. Administrative Assistant, Sales, Call Center/Customer Service Skills Certification)
- 1-2 years experience in a fast-paced customer service setting
- 1-2 year experience providing high quality customer experience via email/phone
- A keen interest and understanding of electronics and the ability to support customers to get maximum functionality from devices
- Experience using Microsoft Office
- The ability to multitask, learn quickly and easily adapt to a changing environment

**How to Apply**

CWD receives many applications a month from customer service professionals seeking to join our fun, professional, and dynamic Customer Experience team. To prove that you are a serious applicant and that you have what it takes to join our team, please ensure that you carefully review and follow all application steps.

1. Read the **Customer Support Representative – Email Response Challenge** below and create a reply in a Microsoft Word document
2. Email your cover letter, resume, and “Customer Support Representative – Email Response Challenge” to [careers@cwdlimited.com](mailto:careers@cwdlimited.com)
3. The subject line of your email should be: YOUR NAME – CWD EMAIL SUPPORT REPRESENTATIVE APPLICATION – CHALLENGE ACCEPTED!  
( EX. ALEX ANDERSON – CWD EMAIL SUPORT REPRESENTATIVE APPLICATION – CHALLENGE ACCEPTED! )

**Customer Support Representative- Email Response Challenge**

Please compose an email response to the customer inquiry below. To craft your response, you should use your customer service background and experience, as well as, any information found on our LEVANA brand page ( <http://mylevana.com/> ). Be as creative as you like and feel free to make some assumptions. (Your response should be between a minimum of 40 words and a maximum of 175 words)

**GOOD LUCK!**

Hello,

I recently ordered and received a baby monitor. I have only been using it for two weeks and it has stopped working. Please fix my issue.

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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.