

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 and work side by side with some of the best minds in the industry.
If you're ready for the opportunity, introduce yourself.

Title: Customer Experience Support Representative
Location: Niagara Falls, ON

We are looking for a full time Customer Experience Support Representatives who will be responsible for providing exceptional customer support that exceeds our customer's expectations.

To join this best in class customer experience team, along with the submission of your cover letter and resume, you are also asked to complete the Customer Support Representative – Email Response challenge. Please read and review the "HOW TO APPLY" section for more details.

The successful candidate will be responsible for:

OMNI Channel (Email/Phone/Chat) Support

- **Customer Inquiries:** Respond to incoming customer inquiries related to pre-sale, sales, billing, shipping, order processing and product technical inquiries
- **Next Steps:** Follow up with customers via outbound calls or emails as necessary
- **Exceptional Service:** Provide exceptional highly empathetic and sympathetic customer service via phone, email and live chat contact methods
- **Returns Process:** Issue Return Authorizations for our customers and dealers after technical troubleshooting does not resolve the product concern

Other

- **Customer Insights:** Identify and report trends on customer inquiries or issues to help improve internal processes
- **Testing:** Assist with new product testing and provide 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 years' 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

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

How to Apply:

CWD receives many applications 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

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 (<https://www.mylevana.com/>). Be as creative as you like and feel free to make some assumptions. Your response should be no more than 175 words.

 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.

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 1 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