

CWD designs, markets & sells the highest performing consumer electronics that are smart, simple, and stylish. From high fidelity turntables to wireless video connectivity systems, we create innovative products that empower people. Our success is measured in our customer satisfaction ratings and dedicated following. We have been in business since 1961 and our creations can be found in millions of homes. Together in teams, as a company, as a community, we are committed to
Creating What's Different!

CWD is looking for a **Customer Support Representative** to join our exceptionally talented and collaborative team! Reporting to the Support Team Leader at our Niagara Falls location, the successful candidate will be responsible for responding to all customer inquiries through email, chat and phone support while identifying and advising on consumer trends.

If you are someone that likes a challenge and are continuously striving for excellence, then this is the perfect opportunity for you!

What We Offer:

- Full comprehensive benefits (dental, medical and eye) 80/20 split-family coverage
- Annual professional development fund
- RRSP Match
- Fitness incentives
- Team events
- 50% off on CWD brands
- Relocation expense

Key Responsibilities:

- Handle customer inquiries by providing solutions, often within a time limit to ensure the customer is satisfied (For example: pre-sale, billing, shipping, order processing and product technical inquiries)
- Provide exceptional customer service via phone, email, and live chat contact methods
- Process return authorizations, orders, and requests
- Identify customer needs or desires in order to recommend the appropriate product or service
- Follow up on sales lead, create quotes, and complete final sales
- Learn the software systems used by the company to be able to communicate effectively with incoming inquiries
- Work with other team members when necessary to resolve customer inquiries
- Provide feedback to management to help improve sales, marketing, and business processes
- Assist with new product sample testing and provide feedback to the R&D team
- Assist with product manual reviews to ensure detailed instructions are provided to customers
- Participate in various inter-departmental meetings as required
- Undertake related duties as assigned to achieve the objectives and company goals

Qualifications:

- A college diploma or certification in a related program considered an asset (Ex. Administrative Assistant, Sales, Call Center/Customer Service Skills Certification)
- 1-2 years' experience in a fast-paced customer service setting responding to emails, calls & chats
- Experience using Microsoft Office
- Strong sense of empathy and understanding of customer needs
- Excellent organization and time management skills
- Highly motivated self-starter within a team environment
- Detail oriented problem solver
- Strong communication and interpersonal skills
- Ability to work in a fast-paced ever-changing environment

You Will Stand Out If:

- You have experience using NetSuite, Salesforce, or Seller Central
- You have experience working in an e-commerce environment
- You have a good understanding of consumer electronics

This is a full-time permanent role working 40 hours a week. Our hours of operation are 8:15am to 5:00pm Monday to Friday with occasional holidays and overtime work required.

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