

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: Team Leader
Location: Niagara Falls, ON

The Team Leader will lead the Customer Support team supporting our Fluance, Electrohome, Nyrius and Magnasonic brands in providing excellent service to our customers via phone, email and chat. Additionally, Team Leader will oversee the key customer service metrics on marketplaces to ensure we adhere to appropriate guidelines and maintain our seller standards on all marketplaces. This unique role is blend of leadership and administrative responsibilities that will include reviewing/analyzing trends and evolving processes.

The successful candidate will be responsible for:

Leadership

- Assign priorities and delegate responsibilities as needed to ensure tasks are completed within the assigned deadlines.
- Lead and develop a team of 5-6 direct reports through mentorship, communication, development plans, monthly one on one sessions and completion of performance reviews
- Deliver quality assurance audit results to team members and work with team members to continuously improve performance
- Empower customer support representatives by involving them in solution development and recommendations for processes e.g. exceptions they could make to help resolve customer issues quickly
- Oversee training plans of new team members coming onboard; complete training as required

Day-to-Day Responsibilities

- Oversee daily/weekly roster planning to ensure adequate coverage is assigned for phone, email and chat lines
- Collaborate with other departments to resolve issues reported by customers so that customer inquiries can be responded to quickly and with appropriate resolution
- Recommend and implement new ideas, suggestions and solutions to improve overall customer's experience and reduce recurring call drivers
- Review incoming task requests for customer follow-ups and assign them appropriately
- Communicate emerging trends and issues as reported by the customers to appropriate departments for quick resolutions
- Communicate and be the focal point for the distribution of information from management to the team and vice versa
- Review key department goals daily – sales, productivity and customer satisfaction goals to create strategies to continuously meet/exceed those goals.
- Review marketplace metrics to ensure we are meeting/exceeding key metrics on marketplaces

Administration

- Create and analyze reports as required to assist with decision making
- Create or modify existing standard operating procedures as required
- Effectively complete other duties as assigned
- Participate in various inter-department meetings as needed
- Assist customers with their inquiries via email, chat or phone

The successful candidate requires:

- Relevant University degree or college diploma
- 3+ years' experience managing customer service teams in a fast-paced environment
- Experience and/or a keen interest and understanding of electronics
- Passionate about improving customer's experience and interactions with the company

Competencies:

Technical Skills

- Proficiency using Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Sales focused/Customer focused
- Good de-escalation skills

Cognitive Skills

- Highly organized and excellent time management skills
- Ability to prioritize successfully; strong sense of urgency to help meet deadlines
- Strong attention to detail
- Strong problem-solving skills and analytical skills

Emotional Skills

- Excellent collaboration and interpersonal skills
- Excellent leadership skills
- Stress Management

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 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 confidentially.