

*Do you have an extreme, obsessive, unwavering focus on customer experience? Do you thrive in a dynamic work atmosphere that strives for **excellence on a daily basis**? Are you motivated by innovative and forward-thinking ideas?*

Then you've got what it takes to succeed at CWD.

Team Leader

The Team Leader will lead the Customer Support team supporting our Baby and Security products in providing excellent service and support to our customers in addition to focusing on ensuring that quality targets are reached and maintained by the team.

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 6-7 direct reports through mentorship, communication, development plans, monthly one on one sessions, performance improvement plans, training and rewards/recognitions.
- Complete feedback sessions and performance reviews for direct reports
- Deliver quality assurance audit results to team members and work with team members to continuously improve performance
- Empower customer service 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 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
- Respond to high priority customer escalations as required
- Ensure that all day to day response times targets and quality assurance targets are being achieved by team

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.

Vision

We believe all people should be empowered.

Mission

We create the highest performing consumer electronics that are smart, simple, and stylish.

Core Values

Development: We value continuous learning that leads to positive change.

Efficiency: We are committed to new processes and techniques that improve results and create value.

Innovation: We embrace creativity, discovery, and a desire to Create What's Different.

Accountability: We honour our commitments through ownership and display integrity when delivering results.

Excellence: We challenge ourselves to add value that goes beyond what is expected.

ABOUT US

CWD designs, manufactures, markets and sells consumer electronics that enhance our lives.

As a pioneer in the markets of do-it-yourself video security, baby video monitors and wireless connectivity, we have successfully applied the principles of innovation and superior technology to a dynamic range of product categories. We are committed toward consistently exceeding consumer expectations and changing the way people think about:

- * Baby Safety Devices
- * Do-it-yourself Video Security
- * Wireless Connectivity Products
- * Home Theater Audio
- * Retro Music Systems
- * Clock Radios
- * Karaoke Systems

From conception to launch, over 100 talented professionals work to ensure all of our products undergo the same intensive, completely in-house development and design process, resulting in the uncompromising quality and industry-leading performance that consumers trust.

The letters 'CWD' are shorthand for the empowering philosophy that drives every aspect of what we do – Create 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.