

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.

If you're ready for the opportunity to strive for excellence on a daily basis, introduce yourself to us!

### **Customer Support - Team Leader**

- Location: Niagara Falls, ON
- Working Hours: Monday – Friday, 8:15 am-5:00 pm on site
- Benefits: Full comprehensive (dental, medical and eye) 80/20 split-Family
- Other perks: \$2,000 annual professional development fund, RRSP, 50% off on CWD brands, team events & many more
- Company website: [www.cwdlimited.com](http://www.cwdlimited.com)

### **About Us**

CWD designs, markets & sells highest performance 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 cult-like 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.

### **Key Result Area**

#### *Leadership*

- Assign priorities and delegate responsibilities as needed to ensure tasks are completed within the assigned deadlines.
- Lead and develop a team of 2-3 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
- Assist with refunds for customers via credit cards and PayPal method
- Assist with resolution of disputes such as chargebacks on marketplaces and brand sites

#### **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!