

CWD is looking for a Customer Support Representative to join the Customer Experience-Support team to help provide support for Fluance, Electrohome, Nyrius and Magnasonic brands. We are looking for a passionate, energetic and customer obsessed team member who will join our small team of 4 to provide exceptional pre-sale and post-sale service to customers via email, chat and calls.

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

Customer Support Representative – Full Time

- Location: Niagara Falls, ON
- Benefits: Full comprehensive (dental, medical and eye) 80/20 split
- Working Hours: Monday – Friday, 8:15-5:00pm on site
- Other perks: \$1,000 annual professional development fund, 50% off on CWD brands, team events & many more
- Company website: 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 Results Area

Email/Phone/Chat Support

- Respond to incoming customer inquiries related to pre-sale, billing, shipping, order processing and product technical inquiries
- Provide exceptional customer service via phone, email and live chat contact methods
- Issue Return Authorizations for customers if troubleshooting does not resolve the product issue
- Complete bulk sales for customers by following up on sales leads, creating quotes and completing the final sale

Other

- Identify and report trends on customer inquiries or issues to help improve internal processes
- Assist with new product sample testing to provide feedback to Research and Development Team for product improvements
- Assist with product manual reviews to ensure detailed instructions are provided to customers for product setup and ease of use
- Participate in various inter-departmental meetings as required to share insights about customer trends and be the voice of the customer

The successful candidate requires:

- 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
- 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, pay close attention to details and easily adapt to a changing environment
- Passion to solve problems for customers, think creatively, give suggestions to make improvements in processes and make our customer's experience better!

If the above interests you, then apply to join a fast paced, creative and energetic team at www.cwdlimited.com/newcareers.