



Job Title: Customer Support Representative (Bilingual English & French/Spanish/Portuguese)

Department: Subscriber Services

Location: Calgary

ComplyWorks Ltd. (ComplyWorks) is a compliance management solution company with offices in Calgary, Toronto, and South Africa. As a global leader in compliance management, ComplyWorks actively works to bring innovative solutions to the marketplace, while retaining its focus on its clients. Since inception in 2004, ComplyWorks has continued to expand its offerings to cover the entire compliance lifecycle, from contractor management, through to workforce and worksite management.

The ComplyWorks team is made up of incredibly smart, talented and accomplished people from around the world. With an amazing culture, an appreciation for outstanding customer experience, a great work life balance and for lifetime learning; we are changing the world of compliance management. At Complyworks, we build trusted relationships with all stakeholders and have earned a reputation for our innovation, integrity, leadership, safety and uncompromising ethics.

Position Overview

Reporting to the Team Lead, Customer Support this individual is responsible for handling incoming customer communications via phone, email, and live chat. This individual is required to serve customers by providing product and service information, as well as resolve product and service issues in an efficient, professional, and positive manner.

Job Functions

- Resolving product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, assisting and/or completing correction or adjustment, and following up to ensure resolution
- Recording of timely, accurate, concise and clear notes for all support queries and subscriber account activities
- Data entry pertaining to the ongoing maintenance of customer subscriptions, within given guidelines
- Customer support in relation to incoming emails
- Provide assistance to the Client Relationship Management team when necessary
- Recommend products or services by collecting customer information and analyzing customer needs
- Attract potential customers by answering questions and suggesting information about products and services
- Recognize opportunities for product and solution promotion
- General troubleshooting, as well as observation and communication of errors within the ComplyWorks system
- Verifying subscriptions as per ComplyWorks and client guidelines with a high level of accuracy

Required Skills

- 2-5 years of customer service experience
 - A post-secondary degree
 - Fluent in written and spoken English and French or Spanish or Portuguese
- Experience in sales and product promotion, including calling customers to promote or sell
Strong customer service skills including positive attitude, consistency, customer-first mindset, professionalism, and efficiency
- Ability to apply product knowledge when recommending services
 - High attention to detail with a focus on quality
 - Proficient at problem solving and comfortable with resolving conflicts
 - Capacity to multi-task
 - High-level of confidence with computers

- Must be very comfortable with Microsoft Outlook and Microsoft Word. (Experience using other Microsoft Office programs is an asset.)
 - Proficient at working in and adding to a team environment
- Previous experience in a call centre environment and using live chat software is an asset

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Applying

Please email a cover letter and resume to careers@complyworks.com no later than December 21, 2018 with “Customer Support Representative” in the subject line. We will review applications and contact selected candidates in January. The expected start is January/February 2019.