



Job Title: Customer Engagement Representative (Bilingual English & Mandarin)

Department: Subscriber Services

Location: Calgary

Hours: Evening Shift - 2:30 pm to 11:00 pm Monday to Friday

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 Engagement this individual is responsible for handling outgoing customer communications via phone and email. This individual will be responsible for contacting customers regarding items such as subscription renewals, subscription issues, and compliancy issues as requested by clients. This individual is also 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

- Contact customers as assigned, regarding items such as subscription suspensions, outstanding payments, and contractor compliance
- Conduct sales and product promotion calls in order to provide business solutions to subscribers
- Actively offer help to customers that are struggling to use the ComplyWorks system
- 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
- 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
- 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
- Provide assistance to the Client Relationship Management, Finance and Sales teams when necessary
- 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, as required

Required Skills

- 2-5 years of customer service experience
- Must possess a high school diploma; some Post-Secondary Education preferred
- Fluent in written and spoken English and Mandarin
- Previous 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 April 9th, 2019 with "Customer Engagement Representative Mandarin" in the subject line.