



**Job Title: Data Verification Representative (Bilingual English & French)**

**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, Data Verification this individual is responsible for the verification of customers' submitted information, as per ComplyWorks and client guidelines. 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 via email, phone and live chat as required.

### **Job Functions**

- Verifying subscriptions as per ComplyWorks and client guidelines with a high level of accuracy
- 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
- 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
- General troubleshooting, as well as observation and communication of errors within the ComplyWorks system.
- Welcome and assist visitors that arrive on site

### **Required Skills**

- 2-5 years of customer service experience
- A post-secondary degree
- Fluent in written and spoken English and French
- Highly detail oriented with a critical degree of accuracy regarding data entry and analysis
- Ability to understand and follow directions and complex policies and procedures
- Capacity to multi-task and perform repetitive tasks
- Strong customer service skills including positive attitude, consistency, customer-first mindset, professionalism, and efficiency
- Proficient at problem solving, strong analytical and organizational skills
- Comfortable with resolving conflicts
- 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 data entry and document analysis is an asset
- Health and Safety experience, including OHS certification 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](mailto:careers@complyworks.com) no later than March 24, 2019 with “Data Verification Representative” in the subject line.