

Job Title: Account Administrator

Department: Client Success & Operations

Location: Calgary

ComplyWorks Ltd. 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.

Veriforce® is a recognized leader in delivering supply chain risk management and compliance solutions that help bring workers home safe each day. Our SaaS-based contractor management and compliance software solutions, along with our standardized safety training programs and library of over 400 training courses, empower leading organizations to drive safety and compliance down to the worker level and more effectively mitigate supply chain and regulatory risk. With the industry's largest safety and compliance network – comprised of 350 hiring clients, 25,000 contractor companies, 11,000 accredited safety trainers and authorized evaluators, and 1.5 million individual workers – Veriforce is relied upon for innovative risk management solutions that help connect safety-conscious companies with a safe and qualified third-party workforce and make job sites safer, more productive, and more efficient.

Position Overview

Reporting to the Senior Data Analyst, the Account Administrator is responsible for providing administrative support to the Client Management team. You will also work with the ComplyWorks compliance management system, resolving customer queries and issues and creating monthly reports.

Job Duties

- Provide administrative support for Account Management/Client meetings
- Respond to general email inquiries, distribute mass emails on behalf of Account Management Team
- Respond to and resolve contractor queries and issues
- Campaign Management: draft letters, complete mail merge and print, mail letters, review campaign results and prepare post campaign report
- Develop agenda for internal team meetings, document, draft and distribute minutes as appropriate.
- Coordinating with internal ComplyWorks teams in a professional manner

Required Skills

- 2-5 years of customer service and office administration experience
- A post-secondary degree. A combination of equivalent experience and education may be considered.
- Fluent in both written and spoken English
- Strong customer service skills including positive attitude; consistency; customer-first mindset; professionalism; and efficiency
- High attention to detail with a focus on quality
- Capacity to multi-task
- High-level of confidence with computers
- Must be very comfortable with Microsoft Office products (Outlook, Word, Excel, PowerPoint)
- Ability to work independently within a team in a rapidly changing fast-paced environment
- Fluent in both written and spoken French is an asset

The successful candidate will have to undergo a criminal record check as condition of their employment.

Applying

Please email a cover letter and resume to careers-cw@veriforce.com with "Account Administrator" in the subject line. Position is open until it is filled.