

**Job Title: Customer Engagement Representative (English and French)**

**Department: Client Success & Operations**

**Location: Toronto**

**Hours: Morning Shift - 6:00 am to 2:30 pm Monday to Friday**

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.

We are seeking a **Customer Engagement Representative (Bilingual English & French)** for our Toronto Office. Reporting to the Manager, Customer Engagement; Customer Engagement Representatives are responsible for handling outbound customer communications via phone and email regarding items such as subscription renewals, subscription issues, and compliancy issues as requested by clients. Customer Engagement Representatives are 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
- Provide customer support through inbound calls as required

## **Required Skills**

- 2-5 years of customer service experience, preferably in a telephone contact environment
- Must possess a high school diploma; some Post-Secondary Education preferred
- **Fluent in written and spoken English and French**
- 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 Word. Experience with Google suite products 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
- Fluent in written and spoken Arabic 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](mailto:careers-cw@veriforce.com) with “Customer Engagement Representative” in the subject line. Position is open until it is filled.