



**Job Title: Customer Support Representative**

**Department: Client Success & Operations**

**Location: Calgary**

**Hours: Monday to Friday 8:00 am – 4:30 pm**

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 Support Representative** for our Calgary Office. Reporting to the Manager, Customer Support; Customer Support Representatives are responsible for handling inbound customer communications via phone, email, and live chat. Customer Support Representatives are 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**

- Providing customer support through email, phone calls and online chat
- Recording concise and clear notes for all support queries and client account activities
- Responding to multiple queries while working in and adding positively to a team environment
- Resolving customer concerns in a professional manner in a fast-paced working environment
- Recognizing opportunities for product and solution promotion
- Verifying account information as per ComplyWorks and client guidelines with a high level of accuracy

#### **Required Skills**

- 2-5 years of customer service experience, preference for call centre experience using live chat software
- A post-secondary degree or certification preferred
- Fluent in written and spoken English
- Strong customer service skills including positive attitude, consistency, customer-first mindset, professionalism, and efficiency
- Excellent written and verbal communication skills
- High attention to detail with a focus on quality
- Proficient at problem solving and comfortable with resolving conflicts
- Able to multi-task in a fast-paced environment
- Strong keyboarding skills, able to type a minimum of 40 words a minute with excellent spelling and grammar
- High-level of confidence with computers and must be proficient with Microsoft Outlook and Word. Experience with Google suite products is an asset.
- **Fluent in 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](mailto:careers-cw@veriforce.com) with "Customer Support Representative" in the subject line. Position is open until it is filled.