



Help Desk Support (1st Party - Tier 1) Niagara-on-the-Lake, ON

Who We Are:

For 20 years, we've been leaders in the baby safety (Levana) and DIY security space (Defender), creating ground-breaking consumer electronics that bring peace of mind to millions of people all over the world. Selling directly through our brand websites, Amazon, and our retail partners such as Walmart, Costco, and Home Depot, we are growing fast and are looking for new team members to join us on this journey. For those looking to join a passionate and collaborative team that challenge conventional methods, take risks, and settle for nothing but excellence, you've found the right place!

Perks of This Role:

- Full time, 40 hours per week
- Scheduled shifts are days, Monday – Friday
- Wage is \$18.00/hour
- Immediately qualify for 2 weeks vacation
- Health Benefits program after 60 days with no copay
- Work in an office environment (we are NOT a call centre)
- 50% product discount for friend and family
- Work directly for the brand owners and not a 3rd party
- Work directly with the design, operations, marketing and research & development teams
- Be involved in new product testing

How You'll Make an Impact:

We are looking for someone who is tech savvy, dependable and has great interpersonal and communication skills to help us exceed our customer's expectations by providing exceptional in-house customer support to our customers. This role operates out of our Head Office in Niagara-on-the-Lake.

Email/Chat Support (85%)

- **Technical Support:** Performing troubleshooting procedures and solving technical problems on consumer electronic devices (such as DIY video surveillance products and baby monitors)
- **Customer Inquiries:** Respond to incoming customer inquiries (via email or live chat) related to product technical, sales and return inquiries.

Other (15%)

- **Customer Insights:** Identify and report trends on customer inquiries or issues to help improve internal processes
- **Testing:** Assist with new product testing and provide feedback as required
- **Complete ad hoc tasks** related to new product introductions and support content

Who You Are:

- High School Diploma (OSSD)
- 1+ years of experience in a fast-paced call centre setting providing high quality technical customer support via email, phone and chat is preferred
- Ability to effectively communicate with all levels of technology users
- Strong attention to detail and ability to multitask
- Excellent organizational, time management and communication skills
- Flexible/creative approach to problem solving with the ability to simplify/detangle issues to their core factors
- Emotional Intelligence: self-awareness - have a strong desire to develop and improve yourself and know when to seek out expertise; self-regulation - knowing when to push and when to stop; motivation – remain motivated while creating a strong desire to achieve in others; empathy – understand and care about people’s current reality; social skills – understand people, develop trust and help them

COVID-19 considerations:

COVID-19 vaccination is required. We have put measures in place, such as daily office sanitization, socially distant desk spaces, and providing masks.