

Job Title: Help Desk Customer Experience Support (Remote Contractor)**Who We Are:**

For 25 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 online through our retail partners such as Costco, Walmart, Sam's Club, BJ's, Home Depot and Best Buy we are growing fast.

Perks of This Role:

- 40 hours per week
- 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 an Independent Contractor 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.

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
- Complete ad hoc tasks related to new product introductions and support content

Who You Are:

- Minimum of 2 year experience providing remote support for a North American company
- Fluency in English
- 2+ years of experience in a fast-paced call centre setting providing high quality technical customer support via email and/or chat is preferred
- Successfully complete a typing test with a minimum score of 50 words per minute
- 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

Our Core Values

- **Excellence** - We never settle for “good enough.
- **Results** - The path to success is paved with our dedication.
- **Love** - Challenges are no match for our hearts and minds.
- **Learning** - Experimentation and curiosity are part of our DNA.
- **Simplicity** - We strip away the non-essentials to get to what really matters.

NOTE: This is an Independent Contractor position.

Job Type: Full-time

Experience:

- email and chat support: 2 years (Required)

Language:

- English (Required)