



Customer Experience Representative 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 groundbreaking 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!

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.

OMNI Channel (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. Phone support will be required on a need to basis.

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)
- 2+ years of experience in a fast-paced call centre setting providing high quality technical customer support via email, phone and live chat
- 1-2 years of hardware and software troubleshooting experience
- 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

How We're Keeping You Safe:

ETI is committed to providing a safe working environment to ensure that our team (current and future!) remain healthy and safe – therefore we have put measures in place, such as daily office sanitization, socially distant desk spaces, and providing masks for all team members.