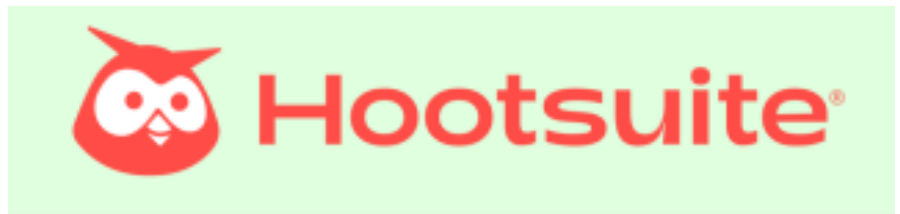


Co-Op, Customer Support Knowledge Base

Phone :
Web :



Job Summary

Vacancy :

Deadline : Sep 02, 2024

Published : Aug 02, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Job Title: Co-Op, Customer Support Workforce Management (Fall 2024 Term)

Location: Vancouver, BC

Term: 4 months

Start Date: September 9, 2024

Openings: 1

Overview:

We're looking for a self-driven student seeking a new opportunity with a high profile tech company. You'll be working with a global customer support team to help perform day to day activities related to workforce operations and intraday management.

WHAT YOU'LL DO:

- Learn and use technology solutions related to our Workforce Management and customer support ticketing platforms
- Learn intraday management basics and fundamentals - completing various tasks related to schedule and leave management to help ensure our SLAs are met
 - Daily queue management
 - Processing submitted leave requests (ie. Vacation time, Sick Leave)
 - Making real time schedule changes to ensure live channel coverage
- Work with spreadsheets and reporting data sets to complete various administrative tasks
- Help administer customer support employee onboarding and offboarding requests as needed
- Collaborate with Customer Support team stakeholders to help action any workforce related requests

WHAT YOU'LL NEED:

- Open Communication: clearly conveys thoughts, both written and verbally, listening attentively and asking questions for clarification and understanding
- Collaboration and Teamwork: works with others to deliver results, meaningfully contributing to the team and prioritizing group needs over individual needs
- Priority Setting: focuses time/energy on the most important issues/opportunities. Clearly understand how to assess the importance of tasks and decisions
- Commitment to Results: consistently achieves results, demonstrating high performance, and challenging self and others to deliver results
- Customer Focus: demonstrates a desire to proactively help and serve internal/external customers meet their needs
- Perseverance: pursues everything with energy, drive, and a need to finish—doesn't give up
- Commitment to Results: Consistently achieves results, demonstrating high performance.
- Self Development: is personally committed to, and actively works to continuously improve

WHO YOU ARE:

- Tenacious. You are determined to succeed, and you are motivated by the success of customers, colleagues and the community.
- Curious. You are always learning and seeking ways to make things better.
- Conscientious. You keep your promises, taking your commitments to others seriously, and you have strong integrity.
- Humble. You lead with humility and empathy, respecting and learning from the perspectives of others.

In all we do, our six guiding principles light the way:

Step Up: Show the world what it looks like to live and work by these guiding principles. #StepUp

One Team: Make Hootsuite a place where everyone feels safe, welcome, valued, and empowered to do their best work without compromising who they are. #OneTeam #FreeToBeMe

Customer Obsessed: Focus relentlessly on helping our customers succeed. #CustomerObsessed

Go Fast, Be Agile: Widen our competitive advantage by committing to speed and simplicity over perfection and complexity. #GoFastBeAgile

Play to Win: Commit to building an incredible, profitable company for our customers, our employees, and our stakeholders. #PlayToWin #NoExcuses

Neighbours & Allies: Give back to our communities and be an ally. #SocialForGood #Allies

We are an equal opportunity employer and welcome applications from all qualified candidates. If you are interested in this exciting opportunity, please submit your resume and cover letter for consideration.

Accommodations will be provided as requested by candidates taking part in all aspects of the selection process.

Canada Pay Range For This Role

\$32,300—\$38,800 CAD

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
