

Customer Service Specialist



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Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 29, 2024

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Employment Status : On-site

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

a Bit About Us

We are an award-winning Canadian technology company founded in 2016, enthusiastic about smart communities, and we are proud of having created the segment in Canada. Our innovative and proprietary IoT based solutions connect hundreds of smart homes together through a dedicated network to create a smart technology platform that enhances the experience and quality of life for homeowners in multi-unit residential buildings.

Our product has created quite the buzz, so we need to add a Customer Support Specialist who shares our passion for innovative technology, social impact for good, and the thrill of helping companies grow. Integrating with our development and operations team, you will play a pivotal customer facing role where our brand and heightened sense of immediate care to solutions is expertly communicated.

How You Will Contribute To Your Team

- Addressing property management and tenant support requests, related to our suite of products, with a curious, enthusiastic, and empathetic mindset.
- Exercising your natural sense of accountability, you will ensure customer satisfaction at every turn.
- Engaging with end users to discuss upcoming features and delivery timelines while fostering meaningful connections.
- Reflecting the voice of the customer also matters at Smart-One, and we encourage you to provide your ideas as we continue to evolve our business. As you engage customers, you'll communicate trends, feedback, and your ideas to the greater Smart-One team.
- Conducting virtual training sessions to empower end users with the knowledge of our suite of products and functionalities.
- Occasionally traveling to customer sites for in-suite demonstrations (approximately 25% of the time), with a focus on building strong, supportive relationships. A valid drivers license and a reliable vehicle are required. Mileage will be reimbursed, compliant safety equipment will also be supplied when necessary.
- Consistently deliver exceptional customer support experiences at every turn, grounded in product knowledge and a sense of urgency toward service delivery.
- Collaborating with internal teams to provide feedback gathered from site visits with property managers and tenants, ensuring everyone's voice is heard.
- Escalating issues internally for troubleshooting, ensuring optimal and timely resolutions with a nurturing commitment to customer satisfaction and expectations.
- Assisting in the creation and updating of training materials as needed, focusing on clear and accessible communication.
- Collaborating closely with our third-party partnerships, to manage repair-related enquiries, ensuring a seamless and exceptional support experience.
- Constant focus on continuous improvement to ensure our users operate and enjoy our products seamlessly.
- Participating in a rotating on-call schedule in a 24/7 environment.

Some of your talents include

- Minimum of 3 years of experience in customer-facing roles with formal training in soft skills, utilizing emotional intelligence and a mentoring attitude to customer support.
- Excellent verbal, written, and presentation skills in English reflecting the power of effective communication and understanding.
- French fluency would be considered an asset but not a requirement
- Equivalent work experience with smart technology is a bonus and a nice to have experience.
- Exceptional telephone etiquette and computer skills, with advanced proficiency in the MS Office Suite.
- Motivated in a full-time capacity to work core 40 hours a week, and being part of a fun and connected team that provides 24/7 frontline support.
- Detail-oriented with a focus on problem resolution, showcasing your meticulous approach and commitment to relationship excellence.
- Enthusiastic and curious about process improvement, valuing creativity and collaboration; your ideas shape the future at Smart-One!
- Taking initiative ensuring customer priorities are addressed proactively and supporting the larger team in meeting their goals
- Cradle to grave follow through from first contact to close and post close follow up.
- You will have a sense of ownership and passion for delighting customer experience.
- Collaboratively teaming up with other people and departments ensuring a second to none customer experience. This comes with a sense and intelligence and continuous improvement as we continue to grow.

SOME THINGS YOU MIGHT LIKE TO KNOW

We are focused on three priorities: culture, imagination, and family. This is not just a place to work but it is an organization focused on the well-being of our team and their families. We already have a great core of passionate people just like you, who enjoy building stuff that matters. Because we value our team, we offer a secure base salary, comprehensive benefits, and company events.

At SmartONE, we know that diversity and inclusion aren't just values they're the key to success as innovators. By cultivating UNITY AND an inclusive workplace where every person is empowered, we drive the creative solutions in a space where we are ONE. If you require any accommodation, please contact us at max.brazao@smart-one.ca or 289 819 688 to make your needs known in advance.

SmartOne 45, Vogell Road, Richmond Hill, Ontario, Canada. www.smart-one.ca

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
