

Customer Support Representative



Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 20, 2024

Published : Jul 20, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Customer Support Representative Operations & Support | Ontario, CA

Are you passionate about local food culture? We're [Foodee](#), a team of food experts on a mission to connect local restaurants to businesses through our meal planning platform. We help corporations spread the power of good food by curating menus from top local restaurants and delivering them to your office. The focus of the Customer Support Representative is to provide delightful day-of experience for Foodee customers! Pivotal to this role is a strong ability to address customer needs, resolve issues and manage multiple priorities during peak meal delivery periods. The ideal candidate is outgoing and customer-centric, as well as highly organized, detail-oriented, and able to adapt in a dynamic environment! The ideal candidate will also be located in Ontario, Canada. This role is not eligible for relocation or sponsorship.

KEY RESPONSIBILITIES:

- First line of response to all customer inquiries; from restaurant recommendations to billing issues, service questions and general concerns
- Live order monitoring and working with our logistics partners to ensure exceptional service delivery
- Proactively contacting customers and restaurant partners to provide order updates and a high-touch service
- Building and developing positive relationships with current and potential customers
- Problem-solving and turning frustrated customers into repeat customers
- Maintain, refine and develop Foodee processes

REQUIRED SKILL SET/EXPERIENCE:

- 1+ years of experience in a customer-facing role (software and food industry experience a bonus)
- Customer-centric mindset
- Confident, friendly 'people person' who can establish and maintain solid relations
- Must be able to open to work on-call with the earliest on-call shift at 7am - 3pm and the latest at 10am - 6pm EST
- Quick thinker, fast learner and problem solver
- Excellent written and verbal communication skills
- An ability to get things done and done well
- Comfort with fast-paced, rapid change
- Nice to have: Restaurant/Hospitality experience

KPIs:

Chat response time

Call pickup rate

REPORTS TO: Manager of Support

OUR BENEFITS INCLUDE:

- Annual bonus plan
- Company-sponsored RRSP program with match
- Extended medical/dental/vision coverage
- Paid time off, including sick, vacation & quality of life days
- Paid statutory holidays
- Monthly health & wellness reimbursement
- Professional development reimbursement
- Work-from-home flexibility; fully remote applicants accepted but must be able to work on-call with the earliest on-call shift at 7am - 3pm and the latest at 10am - 6pm EST

At Foodee we are committed to strengthening local restaurants, and it all starts with our people. We're creating a culture where everyone feels included and diversity is celebrated, and we believe that makes our business better. We strive to open every window of opportunity to discover our future applicants, and in each role we endeavor to look beyond your work and educational experience. As an Equal Opportunity Employer, we strongly encourage applications from Indigenous peoples, racialized people, people with disabilities, people from gender and sexually diverse communities and/or people with intersectional identities. We can't wait to see what you bring to the table.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
