

**Customer Support Representative  
(Full Time)**



Phone :  
Web :

**Job Summary**

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Vacancy :  
Deadline : Aug 25, 2024  
Published : Jul 25, 2024  
Employment Status : Hybrid  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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Solink is a different kind of data analytics software company. We've successfully made video security a source of powerful insight for business owners of franchise and retail chains. We focus on security applications that combat fraud proactively and make it easier for owners to track down problems. Today we focus on loss prevention and in the future, we see every department using video to make data-driven decisions: marketing, operations, and even HR.

A job at Solink means working with an amazing team and tackling one of the biggest data problems out there. We are venture-backed and focus on continuous execution to delight our customers. We have a creative and collaborative work environment, and all of our employees have meaningful equity in the company.

### **A bit about the role...**

We're looking for positive solutions-based problem solvers who can think on their feet, deliver high-quality customer service with patience & empathy, and are hungry to improve on the status quo. As a key member of our Customer Support team, you will manage relationships with our customers and ensure they're satisfied and delighted with Solink's hardware, products, and services. This is a customer-facing role so we're looking for employees with exceptional communication skills and people that we can "hear" their smiles on the other end of the phone. Are you a people person who enjoys helping others and tackling hardware-related issues? If so, we want to hear from you!

### **WHO YOU ARE:**

- You have experience in a **customer service** position - retail, fast-food, or other similar experiences are great!
- You have a proven ability to take complete **ownership** of problems from identification through to resolution (many would be hardware related).
- You have **Top-Notch Communication** both written and verbal in **English**.
- You have the ability to work **independently** or within a **team**, to support our customers around the world!
- You have good **technical analysis** and **troubleshooting** skills (familiarity with hardware support and linux is a plus).
- You are a true **'PEOPLE'** person - you are determined to help them solve problems. You have a **friendly attitude** where customers can hear your smile through the phone or over chat.
- You are open and **willing to learn!** Our Product is always changing, and you are someone who likes to stay up to date on changes to our products.
- You are comfortable using G-Suite, MS Office, and other similar programs.

### **Bonus if you....**

- Are bilingual (Written, Read, Spoken) in Spanish and/or French!
- Have previous experience working in a technical support role (focused on hardware and software) or working for a help desk.
- Have experience with Zendesk or a formal ticketing system.

### **SECURITY REQUIREMENTS:**

- Candidates must undergo a criminal records check upon hire;
- Be a Canadian Citizen (dual citizens included), or eligible to work in Canada;
- Be willing to comply with Solink's own security policies and standards.

### **WHAT WILL YOU DO?**

- Provide **SUPERB** customer customer support and troubleshooting for hardware-related issues, relaying to appropriate internal teams as required.
- **Manage** and **resolve** tickets using email, phone and live chat, through our internal ticketing systems (Zendesk, Jira, Confluence).
- Be **solutions-minded** and **collaborate** with internal teams to address obstacles.
- Collect and communicate bugs, issues, and feedback from customers to the relevant internal teams (Product, QA, etc).
- Above all, **EMPATHIZE** with the customer, do everything you can to make their experience with Solink exceptional.
- Work on a rotational basis to cover the **operating hours (Monday to Sunday - 6 am to 12 am EST)** of the customer support team (Days, Evenings, Weekends, Holidays).

### **WHAT IS SOLINK?**

Solink is transforming conventional data into 'smart' data. Solink connects and synchronizes brick-and-mortar business systems like video + Point of Sale data, to create insight into loss prevention, security, and operations issues. We find new and powerful ways for businesses to get real value from the data and footage created daily by their standard systems.

We're one of Ottawa's fastest-growing companies. We're not just a tech and security company - we are rapidly evolving the way that we use and think about video security, data analytics, and technology. We're enhancing the status quo to positively impact clients and customers' businesses. We're on a steep growth trajectory, which means lots to do, lots to learn, and lots to experience! What an exciting adventure ahead - and our Solinkians make the greatest travel companions...

Solink thrives because of our team; we know that in our business and in our daily work, people make all the difference. We're looking for people who are driven by curiosity, hungry to innovate, and striving to make an impact.

### **WHY WORK AT SOLINK?**

Working with us means you'll be working for a company that values your input and allows you to bring your ideas to life. We offer a collaborative, creative, supportive work environment with a culture that is undeniably fun...

All that - PLUS we offer....

- Flexibility in your chosen hours of work by helping you get "stuff" done (encourages that work-life balance);
  - Opportunities for growth based on merit, skill, and initiative;
  - Friendly, welcoming, and team-oriented atmosphere that fosters collaboration;
  - A creative and innovative environment that mentors supports, motivates, and inspires you to make an impact;
  - Interesting and exciting assignments ranging in size, type, and complexity;
  - An "open-door" policy where communication and brainstorming are encouraged;
  - A really positive and fun environment working with an incredibly ENERGETIC team;
  - Fully paid Health / dental benefits offered immediately (an additional \$500 spending account for items that aren't covered in our AMAZING benefits program);
  - Monthly reimbursement toward a health and wellness program;
  - Extracurricular SOLINKIAN social events (annual "solink-o de mayo", so-learns, sports teams, so-lunches, team builders, and much more)
- **Please note: We currently operate within a hybrid model.**

**Solink welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Should you need accommodations, please email [peopleops@SolinkCorp.com](mailto:peopleops@SolinkCorp.com).**

We know that everyone has different experiences and that's what makes all of us so unique. Solink is an Equal Opportunity Employer. We're looking at building our team of great people and we know that comes in various forms. We are committed to a diverse and representative workforce, and an open and inclusive work environment and we encourage all candidates with interest to apply. We will provide accommodation on request through all parts of the selection process.

### **HOW TO APPLY?**

Please submit your cover letter and resume addressed to **Chewbacca** outlining why you would be the right fit for this position.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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