

Phone :  
Web :

## **Job Summary**

---

Vacancy :  
Deadline : Oct 19, 2024  
Published : Sep 19, 2024  
Employment Status : Hybrid  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

---

Travel is not just about the destination; it's about every memory made along the way. We are dedicated to shaping the future of travel by partnering with 200+ airline, hospitality, cruise, passenger rail, and financial services companies to create new, meaningful revenue streams through incredible customer experiences. Rooted in our core values of being ambitious, innovative, and collaborative, we are driven to continuously raise the bar, exceed expectations, and bring out the best in everyone, fostering a culture where we believe we are better together, working towards an extraordinary future in travel. Come help us transform everyday travel into extraordinary experiences.

### **ABOUT THE ROLE:**

We are looking for a Support Specialist to join our Partner Operations Global Care team for a full-time position.

The Global Care Team provides support to all of Points partners and vendors across various applications. You will not only resolve customer issues, you will also help our members and partners find additional value in the products and services we offer. Your exceptional communication skills will be put to good use as you deliver detailed solutions directly to our internal/external partners.

### **WHAT YOU WILL BE DOING:**

Reporting to the Manager, Global Care, the Support Specialist, will:

- Respond with urgency to inquiries from customers/partners via email, telephone and live chat on transaction-related issues or errors, escalating to the appropriate internal/external stakeholders
- Track and follow up on outstanding issues, keeping stakeholders informed of their status
- Develop and nurture customer relationships through your communications
- Report any trending issues
- Make recommendations to update and build internal knowledge bases (FAQs/Processes/Contact information)

### **YOU ARE SOMEONE WITH:**

- 3+ years contact center experience, preferably in an email/chat/phone environment
- High level of comfort with technology and troubleshooting complex situations
- Excellent interpersonal, communication skills and ability to work cross-functionally with team members of varying technical backgrounds
- Comfortable operating within an environment with changing priorities
- Proactive attitude and ability to quickly grasp new concepts
- Strong organizational skills and attention to detail
- Proficiency in adapting communication style to unique support scenarios
- Excellent attendance record

**This role will be an 8 hour shift between the hours of 8am - 6pm. Initial Training will be 9am - 5pm for the first 4-6 weeks.**

### **WHAT YOU'LL LOVE ABOUT US:**

- ☑ RRSP/401(k) Matching
- ☑ Comprehensive Health Plans
- ☑ Flexible Paid Time Off
- ☑ Travel Experience Credit
- ☑ Annual Wellness Credit
- ☑ Team Events and Monthly Lunches
- ☑ Home Office/Commuter Credit
- ☑ Work From Anywhere Program
- ☑ Parental Leave Top Up
- ☑ Adventure Pass

### **OUR PROCESS:**

Plusgrade is an equal-opportunity employer and is committed to providing an accessible recruitment process. We welcome applications from all qualified individuals and are committed to equal employment opportunities regardless of gender identity or expression, race, ethnic origin, creed, place of origin, age, sex, marital status, physical or mental disability, sexual orientation, and any other category protected by law. Upon request, we will provide accommodation for applicants with disabilities.

We believe in diversity and inclusivity and that is why our interview process is designed for a positive candidate experience and to ensure every candidate is evaluated equally. All applications will be reviewed by our Talent Team and the successful candidate(s) will go through the following recruitment process:

- Recruiter Phone Interview
- Hiring Manager Interview
- Take-home Assessment or remote coding exercise (if applicable)
- Team Interview

All candidates will be provided with feedback regardless if they pass or didn't pass any of our interview stages. All your information will be kept confidential.

[Apply for this job](#)

**Education & Experience**

---

**Must Have**

---

**Educational Requirements**

---

**Compensation & Other Benefits**

---