

Customer Service Representative

Santevia Water Systems Inc., Delta BC

POST: March 23, 2021

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Summary

Santevia designs, manufactures and distributes mineralized alkaline water filtration products for life-changing water. Our small but rapidly growing company is uniquely located in Delta, BC and is made up of forward-thinking, active, and caring individuals. Our core values at Santevia are:

- Live Long, Live Strong
- Go Further
- Strive for Aha! Moments
- We are Family

Our team lives these core values, and this is also demonstrated through Santevia Gives Back, our philanthropic arm of our business. We support clean drinking water programs throughout the world and have given over 4 million days of clean water to villages in Uganda. We also support children in orphanages in Thailand and schools in the slums of Bangladesh.

Are you an upbeat individual? Have you worked in the health or fitness industry? Do you live a healthy lifestyle? Maybe you have been a CSR, but want to work for a purpose-driven company! Are you keen to support customers over the phone, email, live chat and social media? Are you known to be patient, attentive and have a positive attitude? We work in a fast paced environment measuring against performance-based targets - do you like that? If you answered yes to these questions then we want to hear from you!

Are you tech savvy? Santevia recently has implemented cloud-based technologies and utilizes these systems for efficiency, and is using an increased amount of automation to simplify tasks. You will be expected to learn the various systems, applications and integrations to a level whereby they can teach others and troubleshoot.

Reports to: Marketing Manager

Status: Full-Time

Duties: Please see Job Description below

Location of Work: 201 – 6901 72nd Street, Delta, BC

What we want from you:

- High school diploma or equivalent education
- Previous customer service experience in a high-volume, fast-paced environment.
- Foster customer satisfaction by efficiently resolving customer inquiries and complaints
- Superior interpersonal, verbal, and written communication skills
- Demonstrate empathy and excellent listening skills and ability to respond with a friendly speaking voice.
- Maintain attention to detail while performing repetitive tasks, and be able to solve problems efficiently.
- Working experience with Google Business (Gmail, Google Calendar, Google Docs, Google Sheets, Google Drive)
- Knowledge of FrontApp and/or Slack is an asset.
- Fluent in English. French communication skills are an asset.

Attributes:

- You are a positive, patient and empathetic person.
- You are able to communicate clearly, knowledgeable and attentive in your work.
- Have a keen interest in the natural health industry or want to live a healthy lifestyle!
- Passionate about working in a purpose-driven atmosphere.
- Strong organizational skills, able to work independently; prioritize and manage many urgent tasks.

How to Apply:

If you are known to go above and beyond expectations and think you could be an asset to our organization, please send your resume and cover letter to careers@santevia.com.

Please include salary expectations in your cover letter.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Why work with Santevia?

Our values are exemplified by the range of employee benefits we offer which include:

- Competitive compensation package
- Work-life balance, with vacation benefits and time off for appointments etc.
- Comprehensive group health benefits program
- Purchase discounts for Friends & Family
- Free filters provided to staff; we encourage use of our products by our team!
- Company sponsored social events
- Company sponsored training and professional development

Job Description

Customer Experience Representative

Detailed description of duties and areas of responsibility:

Frontline Support

- Manage all inbound frontline customer interactions through our centralized system, FrontApp.
- Answer all inbound phone calls.
- Manage warranty claims, customer returns and promotional orders.
- Be a product expert and know how to troubleshoot customer issues.
- Maintain Santevia's Service Level Agreement.
- Work with all departments to ensure users have a positive omni-channel experience.

Data & Analytics

- Utilize strong analytical ability to evaluate end-to-end customer experience across multiple channels and customer touch points.
- Collect and report on customer experience using the Net Promoter Score benchmark.
- Collect and report on customer experience KPIs in the customer experience scorecard.
- Compare and share company results against industry benchmarks.

Knowledge Base

- Offer product knowledge to customers.
- Offer innovative solutions to address current and future customer issues.
- Optimize support content online to enhance the customer experience.
- Create knowledge base articles and canned responses for frequent issues.
- Provide excellent customer experience to drive loyalty.

Technology

- Evaluate Santevia's customer experience technology stack.
- Evaluate and implement technologies to augment the customer experience.
- Continuously optimize customer experience, reduce customer effort, and improve NPS.

Goal Setting, Meetings & Problem Solving

- Create and accomplish quarterly rocks (goals) that support overall department and company goals.
- Participate in weekly department meetings and share relevant data related to customer issues.
- Effectively identify, discuss and solve department issues. Being an active member of the team.

Demonstrates the ability to assist the team with any additional work as needed with a can do attitude.

Other duties as assigned.

Starting wage: \$39,000 - \$44,000 / year