

## Customer Service and Sales Support Position Job Description:

We are a small, tight-knit team looking for the perfect person to help us manage our growth! Nearly every e-commerce retailer with an outdoor category in North America sells our products. And we're expanding - to the UK, Taiwan, Japan, Switzerland, Qatar and more! Since the early days, we've grown our business to a very successful category leader, but we still work to retain our original small-town values. We want the people who invest their hard-earned money in our products to have the best experience possible, from ordering and assembly through long ownership.

### **We Are Vita**

At Vita we are dedicated to bringing joy, creativity and inspiration to peoples' lives. Every aspect of what we do has purpose, from the selection of materials to our innovative designs and philanthropic endeavours. We love what we do and are passionate about our customers, products and employees.

[www.WeAreVita.com](http://www.WeAreVita.com)

### **The Duties would include:**

Immediately you would be:

1) Supporting the Customer Service team answering incoming customer calls/chats/emails regarding product inquiries/ problems, installation questions, ordering product, and general client concerns. This is by far the best way to learn about our products, our customers, and our company.

- Answers incoming customer calls regarding product inquiries/problems, installation questions, ordering product, and general client concerns
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller. Provide above average customer service to each customer.
- Answer email enquiries and correspond with customers via our website's online chat (Zendesk) in a timely manner.
- Follow up with customers on the telephone
- Use company portals, like Wayfair, to solve customer service issues

2) Assisting the sales team with order entry and product information entry for our ecommerce retail partners.

Someone with/or able to pick up basic builders' knowledge quickly would have a major advantage in assisting our customers' inquiries. We would encourage any interested applicant to look through the assembly manuals on our website, [wearevita.com](http://wearevita.com)

The ideal candidate would be a fast learner as incoming customer service requests pick up in the Spring and Summer months, great with navigating computer programs, is excellent at communicating clearly and effectively, and is resourceful in finding solutions to potential problems.

Our motto is STAY AWESOME and the customer service team is on the front lines demonstrating this with every interaction. Are you awesome? We want to hear from you.

This is a 6 month contract position with full time available to the right hire after the contract is expired.

In time, the ideal candidate would have the opportunity to be trained to lead the Customer Service team year-round. This would include taking responsibility of helping the team of 3-5 people manage their time

effectively to ensure that all customers are taken care of in a timely manner and at a high level. Someone able to proactively think about ways to enhance our customers' experience so that the level of incoming requests for help continuously goes down would be an asset in this position.

**To be successful at this position you must:**

- Have excellent written and verbal communication skills.
- Have previous customer service experience
- Be outgoing and enjoy working in an open, team-driven environment.
- Be comfortable working with computers and web-based applications.
- Have experience handling a high-volume workflow in a professional setting.
- Gain satisfaction from helping others.
- Have a cool head and be solution oriented – make our customers understand we are here to help them

**Qualifications**

- Hungry - Humble - Kind; Must perform at a high level and contribute to a positive work environment
- Strong analytical and critical thinking skills
- A founder's mentality and bias to action. Whatever challenge you face; you find a way to solve it
- Strong attention to detail; scrutinize your role in this business and polish the customer experience
- Strong communication and teamwork skills. Nothing big can be accomplished standing-alone in front of a computer. We are a TEAM above all else.
- Ability to work in an ambiguous environment where the daily tasks can change frequently. You are a fundamental building block to a growing team.
- A self-starter - we require you to treat your role in this business as if you own it.
- Ability to learn quickly; absorbing information and experiences and applying them
- Strong Excel skills preferred

The Ideal candidate is open to learning all aspects of the business and can help with anything from answering customer service questions to reviewing assembly manuals and suggesting product improvements. Ability to learn and navigate computer programs and customer portals also necessary.

You are provided with a workstation, dual monitor computer and all other tools necessary to perform your responsibilities. Comfortable open office located in Sarnia, ON. Office hours are 8AM-5PM EST.

This is a 6-month contract position with full time available to the right hire after the contract is expired.

**\*\*Work from home will be in place until further notice. Some training would need to be in person at our Sarnia office location.**

To thrive in this position, you need to have attention to detail, be excellent at communication and collaboration with a team, and be self-motivated. This is a position with room for growth, as you help the company grow, our goal is for you to grow with the company.

Our work family is focused on cultivating an environment filled with people who define success collectively rather than individually, are constantly thinking about the next step and the next opportunity and have good judgment and intuition when dealing with people. Our ideal candidate is someone who is looking for opportunity to grow with an innovative and tightly knit group of people. In return, you'll be part of a great work environment that values autonomy, work & home life balance and flexibility in an environment where people genuinely care about each other.

We want to know what unique attributes you can bring to our team and what we may learn from your experience. Please submit your resume, references and a brief cover letter describing your current goals and why you'd make a great addition to this team.

We look forward to hearing from you and why this position may be a good fit. We will review all submissions closely and inform you of any questions. Thank you.