

Customer Care Specialist – Markham, ON

Want to have fun and get paid for it too? We've got the job for you!

If you enjoy working with kids, families and your hands, jump into this exciting seasonal opportunity working on our team.

GET TO KNOW US

We build the Springfree Trampoline because we believe backyards should be a place for safe play. Springfree's innovative design is the world's safest, highest quality and longest lasting trampoline supported by a full 10-year warranty.

Springfree is part of the goba Sports Group, committed to encouraging people to Go Outside and Be Active. We are a dynamic and entrepreneurial group with a fun, empowering and positive attitude.

WHAT YOU'LL BE DOING

Having fun! As a member of our team you'll be working in our head office, helping deliver excellence in customer care in responding to customer sales and service calls, chats and email.

Job Highlights:

- Professionally respond to incoming requests from customers and ensure that issues are resolved both promptly and thoroughly across multiple channels (phone, web, chat, email, in-store)
- Greet walk-in prospects, lead them through a product demonstration, address customer needs and close the sale
- Provide customer estimates and process all sales and service orders in NetSuite
- Review and process all warranty claims and registrations in NetSuite
- Execute outbound sales and post purchase calls to customers and prospects
- Coordinate customer pick-ups, deliveries and installations with staff

Evening and weekend hours are required.

WHAT WE'RE LOOKING FOR

- Someone who likes to work hard and play hard.
- A great team-player who can motivate others.
- A willingness to seize opportunities and take risks.
- A positive and enthusiastic attitude.
- Top-notch customer service and communication skills.
- Make sound decisions by seeking information through strong listening skills, isolating issues and analyzing data
- Demonstrate a willingness to cooperate as part of a team
- Excellent organizational, problem solving and time management skills

THE NITTY-GRITTY

- Minimum of 2 years' customer service or help desk experience
- Bondable
- Post-Secondary Preferred
- Microsoft Office experience

Apply via e-mail to hr@gobasports.com