

## **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](mailto:hr@gobasports.com)**