



Customer Care Specialist – Markham, ON

We are Springfree Trampoline, part of the goba Sports Group. At Springfree we believe in getting kids to go outside and be active through safe outdoor play.

We have a great opportunity working in a fun environment at our Head Office located at Hwy 7 and Warden Avenue in Markham. This is a full time seasonal position. Must be available weekends, evenings and days. Schedules provided in advance.

Contract runs from March to end of August 2019 – Pay rate \$16-\$18/hr depending on experience

PURPOSE OF POSITION

To deliver excellence in Customer Care in responding to customer sales and service calls

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 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

BEHAVIOURAL COMPETENCIES

- Ability to communicate clearly and professionally, both verbally and in writing
- 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
- Accountable and goal oriented, determined to deliver business results

EDUCATION AND EXPERIENCE

- Minimum 2 years' experience in a customer service or help desk capacity
- Post-secondary education preferred
- Intermediate Microsoft Office experience

Please forward an updated resume to atamber@gobasports.com