

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	SUPPORT ADVISOR (WORK FROM HOME)
JOB NUMBER	3849
NUMBER OF POSITION/S	TBD
NOC CODE	6552
CLOSING DATE	2021-01-31
LOCATION	TBD
ACCESSIBLE BY TRANSIT	No
HOURS PER WEEK	40
HOURLY WAGE RANGE	TBD
WAGE DETAILS	\$42,500.00 a year
JOB TERMS	TBD
JOB DESCRIPTION	<p>The work of a Support Advisor, otherwise known as a Customer Support Representative, is incredibly rewarding and equally challenging. Company's merchants have amazing stories filled with highs and lows, frustrations, and triumphs. It is in these moments and many in between that you would make an impact.</p> <p>As a Support Advisor you will work remotely from the comfort of your home while working within a dynamic, diverse and supportive environment. You won't always know the answers to the questions you are being asked, so your ability to be resourceful is key! We believe in human-centred, high-quality customer experiences. Using emails, you will be there to listen, teach, problem solve and explore growth opportunities with company's merchants. As part of that growth, you will be there to connect merchants with potential new features or plans to ensure they get the most out of the company's platform.</p> <p>If you are up for the challenge and enjoy working in a high-pressure environment, we encourage you to apply and take part in a hiring process that will allow you to meet folks at the company and get a taste for what the job entails. We aim to provide you with as much information about the role early in the process so that you know what to expect throughout, and in your first few months.</p> <p>Following 5 weeks of training & mentoring, you will begin responding to our merchants on live channels as part of a small Team, who is there to support you. All Support Advisors work a combination of weekdays, weekends and holidays in a full-time capacity.</p> <p>We believe in supportive teams, an inclusive work environment and providing</p>

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<p>JOB DESCRIPTION</p>	<p>growth opportunities within your role. We also work remotely - which means you get to be part of a fast-growing global tech company from the comfort of your home.</p> <p>Even if you have never held a similar position but you are interested so far and relate to the things we have outlined below, we want to hear from you!</p>
<p>JOB DUTIES</p>	<p>Responsibilities:</p> <ul style="list-style-type: none"> - Adhering to a daily schedule that includes a mix of: Emails and three (3) simultaneous chats. - Ensuring merchants have a quick response time by staying on top of your assigned tickets, with same-day ticket review. - Acting as a business coach and thinking about the merchant's business holistically when offering solutions. - Completing essential follow-up documentation after each interaction. - Engaging in human conversations with merchants to identify and resolve issues, and provide coaching/growth opportunities for their businesses. - Offer needs-based solutions, not pushy sales. - Advocating for merchants and the platform by communicating with stakeholders. - Owning your own development through reflection, reviewing past interactions and preparing to discuss growth opportunities with your lead in regular 1:1 meetings.
<p>QUALIFICATIONS, REQUIREMENTS & SKILLS</p>	<p>Requirements for the role:</p> <ul style="list-style-type: none"> - Available to work full-time (40 hours per week) on a rotating schedule with varying 8-hour shifts starting anytime between 7:00 am - 11:00 am in your local timezone. This means some days your shifts could be as early as 7am-3pm, and as late as 11am-7pm. This includes working weekends and holidays on a rotating basis. - Live and have legal authorization to work in Canada. - Extensive experience providing exceptional customer service in a contact centre, retail or service environment. - Have appropriate remote work set-up - such as a quiet space, stable internet connection, and a back-up location in case of issues with the primary location. - Have access to a wired internet speed of at least 25 Mbps download speed and 10 Mbps upload. - Proven track record of being incredibly resourceful and finding solutions even when there is no clear path. - Ability to adapt to new processes and work accurately in a fast paced, rapidly changing environment. - Proficiency with technology paired with excellent typing skills. - Have strong reading, writing and communication skills. - Willingness to learn all about entrepreneurship, care deeply about people support and enjoy having genuine human conversations. - Possess high level of understanding, patience and empathy. Able to navigate more difficult conversations/interactions with professionalism. - Are committed to continuous growth and learning. You understand that every challenge is an opportunity and you get excited about learning new things. - Ensure privacy and security practices are followed at all times for both merchants and company. <p>Bonus experience:</p>

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QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none">- A background or interest in business, marketing, retail, or sales.- Ran or had exposure to running a business or being an entrepreneur.
APPLICATION PROCESS	Send targeted resume Apply through your CC
APPLICATION DETAILS	Kindly send your targeted resume to to your CAREER COACH. Indicate the job number in the subject line of your email.
JD	Yelena Petrukhina