

Customer Care Representative

JOB DESCRIPTION

BOATsmart! Canada is a national supplier of education and marketing services to the recreational boating industry. Through our government accredited program we certify boaters for their Pleasure Craft Operator Card. We are looking for experienced Customer Care Representatives to **contribute to the success** of our Customer Service Group. If you enjoy people, you'll love helping us serve Canada's boating public!

#1

SUCCEED IN A TEAM ENVIRONMENT!

This position is an opportunity to work in an **entrepreneurial organization** and **be rewarded** for contributing in a **fun, team-oriented environment**.

#2

BE REWARDED FOR YOUR EFFORTS!

This position offers a **competitive hourly wage** and **performance-based rewards**. Successful seasonal employment may also lead to a permanent salaried position with medical benefits!

#3

BENEFIT FROM EXTENSIVE TRAINING

Looking for an opportunity to do well and be supported in your workplace? BOATsmart! Canada provides **comprehensive training** and **career building opportunities**. Work alongside management and gain valuable experience!

#4

ENJOY WORKING WITH YOUR PEERS!

You're not just stuck in a call centre. BOATsmart! Canada offers a **youthful and vibrant workplace**. Be a part of the action and work alongside others your age. Be a key part of a fun, active and interesting place to work!

BONUS!



WANT TO GO BOATING???

BOATsmart! Canada's "Team Development Days" are a time to kickback and have some fun with your fellow employees - **Wakeboarding, Waterskiing and BBQs included!**

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- Build your Career Skills!**
- Work in a Team Environment!**
- Be Rewarded \$\$\$ and Have Fun!**

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FOR EMPLOYMENT INQUIRIES CONTACT
greatjobs@boatsmartexam.com
Toll Free (877) 792-3926
Peterborough (705) 745-2878
Fax (705) 745-6243

Customer Care Representative

DETAILS

- Competitive Hourly Wage (**\$11 - \$13 per hour**)
- Performance & Quarterly Bonuses
- Both Full and Part Time positions available
- Workplace located in Peterborough, ON
- Accessible by public transit and close to major highways

SKILLS/INTERESTS/QUALIFICATIONS REQUIRED

Successful candidates will apply their experience in providing quality Customer Service. Candidates should be proficient in Microsoft Word, Excel and Outlook with strong phone and written communication skills. Communication skills in both English and French an asset.

Your duties will include:

- Answer phones and respond to customer requests
- Sell products, online services and place customer orders
- Provide customers with product and service information
- Upsell products and services
- Identify, research, and resolve customer issues using a proprietary database system
- Follow-up on customer inquires not immediately resolved
- Data Entry
- Identifying and applying Customer Service Improvements
- Filing and general Administrative Duties
- Shipping & Logistics

Candidates should be **resourceful, efficient and be able to work independently**. Extensive training will be provided and BOATsmart! Canada's policy is to offer a supportive and team-oriented workplace.

Required Experience:

- Minimum 2 years of Customer Service Experience
- Phone-based Customer Service Experience an asset
- Strategic approach to workflow
- **Bilingual in English and French an asset**
- Candidates should live in or be accessible to **Peterborough and the Kawartha Lakes Area**
- Candidates may be required to work early-evening or some weekends

INTERESTED CANDIDATES SHOULD SUBMIT A RESUME BY FAX OR EMAIL:

BOATsmart! Canada
greatjobs@boatsmartexam.com
F: (705) 745-6243

We thank all applicants for their interest; however only those selected for interviews will be contacted.

BOATsmart! Canada is committed to providing a safe and enjoyable workplace that provides the opportunity for qualified candidates to learn from and have a positive impact on the success of our organization.



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