



JOB TITLE: Customer Service Associate

POSITION: Full time and Permanent. Monday-Friday, 8:30am - 5:30pm (One hour flex start time). Flexibility for slightly earlier mornings / later evenings required during live events.

OFFICE LOCATION: Your work will occur at 300, 1201 West Pender St., Vancouver, Canada

COMPENSATION: Annual Salary, Paid Holidays, Extended Medical Benefits, Gym Membership

TARGET START DATE: November, 2018

JOIN THE GOLD FAMILY!

GOLD Learning Online Education (GOLD) has been dedicated to providing evidence-based online education to Health Care Professionals in the maternal-child health care field for over 10 years. Through our unique online format, we provide virtual education from the world's leading researchers, clinicians, and educators. The GOLD format is appropriate for health care professionals who have limited time and/or budgets, and who want to remain close to their workplace and clients.

GOLD currently hosts four annual online conferences for maternal-child health care professionals. In addition, we have an online library which hosts archived conference materials and other exclusive live and pre-recorded learning materials from a range of speakers and associations we have partnered with. Please visit www.goldlactation.com and www.goldlearning.com to get an idea of what we do!

JOB SUMMARY

The Customer Service Associate will be the first point of contact for Delegates looking to connect with us for help with registrations, certificate retrievals, questions about using our products, etc. The primary contact methods you will be responsible for are our main phone line, the shared email inbox and monitoring our 'live chat' website feature. General assistance with online meeting coordination, execution and other miscellaneous duties will be discussed and assigned by the Event Manager on a weekly basis. This is a position that has previously been shared between two people within our company and will now be combined into a single role so we expect the duties will evolve over time.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty:

- Maintain a key presence online and via phone for customer service
- Assist with registrations, incoming & outgoing funds and payments
- Carry out research projects to build customer databases and refine company procedures
- Live event support - Technical Support for Delegates, logistics assistance (training provided)

QUALIFICATION REQUIREMENTS

Preference will be given to candidates who are able to demonstrate the following attributes:

Attitude & Values: Our company is focused on advocating for Women's Health. Any demonstrated passion or experience with this group would be preferred. This position is suited to a self-motivated, professional person who can confidently work with a variety of people from different cultures and backgrounds and provide excellent customer service. Diplomacy, tact and a sense of humour are important to the success of this person.

Customer Service: Key personality traits we are looking for are a strong sense of empathy, patience and a welcoming attitude. A willingness and ability to speak on the phone and walk tech nervous Delegates through sequential steps to get online with us will be crucial.

Administration: Must be proactive, logical, efficient, and have an ability to juggle multiple shifting priorities as we have multiple event timelines you will need to be aware of! Must be comfortable with basic math skills such as calculating percentage and amount discounts. Familiarity with creating and tracking invoices and expenses would be an asset.

Language & Communication: Excellent written and spoken business English required. Ability to read and comprehend instructions and write effective business correspondence required. Ability to clearly present information in small group situations is a must.

Technology: General knowledge of Mac, PC and Mobile devices. Social Media Savvy. Excellent knowledge of Microsoft Word, Excel & PowerPoint 2007+ is a must. Any experience with collaboration software (ex: We use Office 365, Google Docs & Adobe Connect for webinars) or design software would be beneficial. Any experience with website text editors would be an asset.

EDUCATION AND/OR EXPERIENCE:

Business, hospitality administration, education, health sciences or related studies preferred. At least 2 years of customer service focused experience is preferred and may substitute for formal education.

HOW TO APPLY:

Please forward your cover letter letting us know you read this and poked through our websites alongside your resume to joinus@goldlearning.com to the attention of Andrew Dergousoff. Please note the job title in the subject line.

Note: If chosen for an interview, we typically conduct two - with the first giving you more context about the job and answering any questions you may have for us. If this goes well, we will then leave you with a small homework assignment so we can understand your working style better and invite you for a second interview. During the second interview we will review your assignment and invite another colleague or two to meet you as well so we can all see what the team dynamic is like. Thank you in advance for your patience with us as we try to find the best fit for us and our Delegates!