



We are Recruiting! – Customer Service Associate

The Company

GOLD Learning has been providing online continuing education to health care professionals working in the field of Maternal Child Health for 17 years. GOLD's annual conferences attract thousands of delegates from all around the world. We offer accredited online continuing education to health care professionals working in the Neonatal, Midwifery, Lactation, and related fields of practice. Please visit www.GOLDLearning.com for more information.

GOLD is a subsidiary company of International Conference Services Ltd. A highly respected player at an international level, International Conference Services Ltd. (ICS), is a Professional Conference Organizer in business for over 45 years that works with national and international associations and organizations to host conferences, events & tradeshow. Our work is very purposeful - we are "connecting people to facilitate change in the world." Please visit www.icsevents.com for more information.

GOLD Learning's Vision: We envision a bright future where the global standard of healthcare is continually elevated through access to the latest evidence-based online education.

Remote-First Work Environment

GOLD employees work in a remote-first work environment. Our employees truly enjoy the flexibility that remote work brings, and we work hard as a company to stay connected through weekly all-hands meetings and annual in-person get-togethers.

The Culture

GOLD Learning operates in a true "team" environment - trust, support, and empowerment of each other are very important to our culture. We know that we work better as a team, and we regularly celebrate our collective accomplishments. We pride ourselves on being innovative, solutions-oriented, and able to think outside the box, which keeps us all learning and growing as professionals together. We care deeply about creating exceptional experiences and pride ourselves in the many long-term relationships we have cultivated.

Role Overview

Our company is focused on advocating for Women's Health. This position is suitable for a self-motivated individual who can work confidently with a variety of people from different cultures and backgrounds to provide outstanding service. Diplomacy, tact, and a sense of decency are important for this role.

Key Tasks & Duties

- Represent GOLD with a positive customer service presence through multiple service channels
- Identify customer issues and the nature of inquiries by gathering and reviewing information from various resources
- Assist customers with any registration or order related issues
- Assist in preparation of event websites

- Train event speakers on webinar technology and workflow, and ensure their audio and video are up to organizational standards
- Assist with editing speaker materials such as presentations and handouts as needed
- General administrative assistance where applicable

Required Education & Experience

- Minimum of three years recent, related experience in a customer service capacity, servicing internal and external clients/customers, or experience within a corporate, hospitality administration, education, health sciences, or a related field. Alternatively, a diploma/degree in business, life sciences, or tourism/hospitality may substitute for working experience.
- Excellent written and verbal English communication (Across phone, email, live chat)
- Excellent knowledge of Microsoft Outlook, Word, Excel & PowerPoint or Google Docs
- Ability to navigate between Mac, PC, and Mobile device operating systems
- Ability to troubleshoot for technologically inexperienced customers
- The ability to accommodate a flexible schedule to include some early mornings and later evenings

Preferred Skills & Experience

- Experience in a call center environment; helping customers over the phone and using live chat software is an asset.
- Experience with cloud-based collaboration software (ie: Zoom, Adobe Connect) or working with learning management systems
- Familiarity in editing media files (ie: Compressing image or video file sizes without losing quality)
- Experience with website content management systems (ie: WordPress, Joomla)
- Familiarity with creating and tracking invoices and expenses
- Ability to thrive in a fast-paced environment, quickly adapting to changing priorities and handling competing priorities
- Independence and a willingness to take ownership over hard problems

You must also be familiar and have worked with the following tools:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Willingness to learn new software systems as required

The Benefits of Working at GOLD / ICS

- Our employees work remotely on a permanent basis.
- As an employee you are provided all hardware including company laptop, monitor, headset, mouse, keyboard, and internet-based phone
- In addition to salary, we offer a monthly work from home allowance to help cover the cost of your home internet and home office expenses
- In addition to vacation time, employees receive a paid day off on their birthday each year
- An excellent benefits package including Extended Health Coverage, Dental and Spending Account is provided after 3 months
- Fun in-person employee get togethers each year
- We pride ourselves in providing career development opportunities

What's next?

Please send your resume and cover letter to careers@icsevents.com