

Job description

GOLD Online Learning Education (GOLD) is seeking a Customer Support Associate to join our team!

On a given day, approximately 60% of your time will be dedicated to acting as the primary point of contact with our customers who may require assistance with their registration or navigating our websites. The additional 40% of your time will go towards supporting our online event production and fulfilling other logistics duties as assigned by the Event Manager. No worries - we will train you to set up and run successful webinars!

Location

Employees work in a remote work environment.

The Company

GOLD Learning has been providing online continuing education to health care professionals working in the field of Maternal Child Health for 20 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. Visit GOLDLearning.com to learn more!

GOLD is a subsidiary company of International Conference Services Ltd. which is a globally recognized full-service professional conference organization company with over 40 years of experience managing medical, academic, and scientific conferences all over the world. Visit icsevents.com to learn more!

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.

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.

To be successful in this role, you must perform these essential 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 order related issues including phone follow up with incomplete registrations
- 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
- General administrative assistance where applicable

ABOUT YOU!

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.

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 during live event periods

Preferred Skills & Experience:

- **Experience in a call centre 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

HOW TO APPLY:

Please apply via Indeed with your **resume and a cover letter** to the attention of Joan Umeh. Please note the job title in the subject line.

Note: The interview process includes two interviews and a skills assessment. The initial interview will give you more context surrounding the job and answer any initial questions you may have. If we feel this is a good fit, we will coordinate a second interview. For the second interview, you will be given a 'skills assessment,' based on experience, to better understand your capabilities. Your answers will be reviewed, then discussed in the second interview.

Job Type: Full-time

Salary: \$46,000.00 - \$50,000.00 per year

Benefits:

- Dental insurance
- Health insurance
- Two weeks paid time off
- Work from home Allowance (\$1,200 / Year paid in monthly installments)
- Participation in annual bonus program in years of profitability

Schedule:

- 8 hour shift

- Monday to Friday

Work Location: Remote