



StickerYou Inc.  
219 Dufferin Street, Suite 6A  
Toronto, Ontario  
M6K 3J1

## Customer Service Representative Position

### Position Overview

Working in StickerYou Inc.'s Customer Service team, the Customer Service Coordinator is responsible for increasing customer satisfaction, loyalty and retention by answering customers' inquiries via email and livechat at an increasing volume. Reporting directly to the Customer Experience Team Lead, the ideal candidate is extremely detail oriented, organized and a problem solver who is able to apply critical thinking skills to a vast range of scenarios to provide customer-centric solutions. This hourly role relies heavily on a strong ability to communicate clearly and ability to handle deadlines in a fast paced environment.

### Requirements

- Available to work evening shifts and weekends
- 1-2 years work experience in customer service (service industry and retail does apply)
- High proficiency in Google Apps, Slack, HelpScout and SnapEngage
- High proficiency in PC/Windows operating system
- Post secondary education in the Business or Retail Management or Graphic Communications Management (bonus)
- Experience in the graphic arts or printing (bonus)

### Skills & Characteristics

- |                                    |                        |
|------------------------------------|------------------------|
| → Analytical and critical thinking | → Approachable         |
| → Process and detail oriented      | → Self-motivated       |
| → Problem solving                  | → Inquisitive          |
| → Organized                        | → Time management      |
| → Perceptive                       | → Empathetic listening |
| → Verbal and written communication | → Cooperative          |
| → Charismatic                      | → Persuasive           |

### Responsibilities

- Investigates missing, incorrect and/or incomplete orders using the available information
- Brainstorms strategies to improve outward communication, gain actionable insight on customer issues and increase employee morale
- Communicates openly with management about concerns regarding processes, user experience, software and/or employee issues
- Represents StickerYou Inc. when building customer relationships, holding to our company values
- Enforces safe and productive work behaviour by cultivating independent critical thinking
- Participates in Customer Service meetings by presenting customer facing insights and concerns
- Provides solutions that maintain customer satisfaction and follow established policies
- Tags customer inquiries to accurately monitor trends and develop customer-centric strategies
- Prevents future print and cut quality issues by notifying the Production and Art teams of trends
- Establishes customer loyalty and retention by responding to customer inquiries quickly and respectfully
- Recommends products that best suit customer needs and grow revenue
- Completes special projects when assigned or given by the Customer Experience Team Lead
- Alternative responsibilities may be added

If interested, please email [hr@stickeryou.com](mailto:hr@stickeryou.com) with the subject "Customer Service Representative Position"