



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

## **Senior Customer Service Coordinator Position**

### **Position Overview**

Working in StickerYou Inc.'s Customer Service team, the Senior Customer Service Coordinator is responsible for increasing customer satisfaction, loyalty and retention by answering customers' complex inquiries, at an increasing volume. This individual acts as the liaison between our other departments and customers to communicate and identify quality control issues and create optimal solutions for the customer. Reporting directly to the Customer Experience Team Lead, the ideal candidate is extremely detail-oriented, organized, and a problem solver, who is highly analytical while maintaining a customer-centric attitude. You must have the ability to re-prioritize effectively when necessary and exceed customer expectations. This salary role relies heavily on a strong ability to communicate clearly, and handle deadlines in a fast-paced environment.

### **Requirements**

- Available to work Monday – Friday and able to work overtime if needed
- 1+ years work experience in customer service in an fast paced office environment
- Knowledge and/or experience in the printing or graphic arts industries
- Experience in the graphic arts or printing
- High proficiency in Google Apps, Adobe Illustrator, Adobe PhotoShop, Slack, HelpScout. SnapEngage and Google Analytics
- High proficiency in PC/Windows and Mac operating system
- Post secondary education in Business, Retail Management or Graphic Communications Management (bonus)

### **Skills & Characteristics**

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



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## **Responsibilities**

- Brainstorms strategies to improve outward communication, gain actionable insight on customer issues and increase employee morale
- Communicates relevant informations to the team understanding the effects timing and detail has on morale and productivity
- Addresses mistakes in a respectful manner, whether it was done by someone within or outside the Customer Service team
- Collects and enters accurate data into Excel sheets to allow for analytical analysis
- Assists in the interviewing and training process of new members in the Customer Service team
- Advises customers on any order issues such as print requirements, product recommendations, shipping address discrepancies, etc.
- Sends orders to print within 1 business day, ensure orders are sent to print without delaying the delivery deadlines
- Uses Photoshop and Illustrator to make necessary changes to customer's orders to give them the product they desire
- Maintains refund tracking by keeping logs up to date
- Investigates missing, incorrect and/or incomplete orders using the available information
- 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 behavior 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) including your resume ensuring you mention your GCM education with the subject "Senior Customer Service Coordinator Position" before March 3, 2018.