



Position: Customer Experience Specialist (Full Time)

Company: Founded in 1996 and rooted deep in backcountry ski culture, G3's mission has always been to improve your winter backcountry experience. G3 is one of the few remaining and truly authentic, independent winter backcountry brands, manufacturing backcountry ski equipment. G3 is now available in more than 20 countries and is widely known within the industry as an award winning innovative design company. We continue to experience strong growth, and we are seeking a talented Customer Experience Specialist to help achieve our customer performance targets.

Our core values of innovation, perseverance, & integrity reflect our deepest intention. We treasure and thrive in a non-ego driven and work-life balanced environment, and embody 'Above The Line' behaviour. If our values resonate with you, we should talk.

Based in Burnaby, the Customer Experience Specialist provides a positive, direct, and real-time interface for customer activities including first line response to customer needs, product inquiries, and order processing. The Customer Experience Specialist will be focused on our end consumer market (BtoC) as well as assisting our Dealer Services with the wholesale business enquiries within Canada and the United States.

As a Customer Experience Specialist, you provide an exceptional experience for our customers by offering expert product knowledge and an authentic, personalized service. You contribute to a dynamic, high performing team committed to both the Customer Experience and After-Sales support. You engage with our customers through multiple channels, demonstrating an ability to listen actively, communicate effectively and find positive solutions.

Under current health and safety recommendations, this role offers the flexibility of working in our office or from home. As such, all applicants must have a quiet, private workspace and a high-speed internet connection. Working at home or in the office is subject to business needs.

Key responsibilities and accountabilities:

- Ability to work 40 hours each week (flexible shift times are possible, based on business needs)
- Respond to customer contacts through multiple channels (email, phone, livechat)
- Acquire a detailed understanding of our systems, products, and procedures to advise customers regarding products, technical features, warranty replacements/repairs
- Coordinate the order process for wholesale accounts, from initial PO all the way to shipment tracking and payment
- Adhere to our service guidelines, ensuring communication is friendly, professional & authentic
- Manage customers' expectations, resolving their requests, questions, and concerns while analyzing situations to determine best use of resources
- Effectively manage time and workload, being nimble, and triaging priority issues as they arise
- Identify opportunities for improving our services and systems
- Additional tasks as needed

Experience, education and/or skills:

- 2 years experience in a customer service/dealer services environment
- Highly effective verbal and written communication skills
- Proactive and comfortable communicating with customers via phone, chat and email
- Strong organizational, interpersonal, and problem-solving skills
- Detail oriented, including data and order entry skills
- Proven track record achieving departmental and individual KPI targets
- Proficient in Microsoft Office Suite (Teams, Outlook, Excel)

Assets

- Fluency in second language
- Passion for the outdoors
- Experience working with SAGE software, Zendesk, Hubsoft
- Experience in dealer services