

Full-Time / Permanent: Customer Service / Support Desk Representative

Company Profile

Iseehear inc. Life Sciences (Iseehear) develops scientific data management solutions, colony management solutions and smart laboratory clouds that address the needs of biomedical researchers in academic institutions, contract research organizations, biotech companies and pharmaceutical companies enabling them to accelerate medical research, innovation and competitiveness.

Iseehear is looking to fill a position for a Customer Service / Support Desk Representative to join our growing team. The successful candidate will be the initial contact person for customer inquiries, as well as a brand ambassador who guides prospects and new clients in setting up their account. You are expected to be highly skilled at uncovering customers' needs and following through with useful solutions, are prepared to work long hours while enjoying flexibility with your schedule and have an innate desire for personal growth.

You are expected to stay informed about Iseehear products and initiatives, ready to apply your knowledge in customer interactions. Your success is measured through metrics such as speed of response to open inquiries and through the total number of exchanges on a specific topic with a client before the issue is resolved (with the expectation being the less the better). Your success is furthermore measured by your demeanor and communication skills (both written and verbal) when interacting with key stakeholders.

Finally, you get great satisfaction from helping clients address issues as well as in building long-term relationships with both internal and external stakeholders.

This is a general description of the Duties, Responsibilities and Qualifications required for the position of Customer Service / Support Desk Representative.

Job Type:

- Customer Service / Support Desk Representative
- Full-time / Permanent
- Work in office and virtually
- Location Ontario, Canada (preferably in the GTA)

Customer Service / Support Desk Representative Responsibilities:

- Be the first line of response to all incoming customer inquiries
- Troubleshoot client issues via email, phone, virtual meetings
- Distribute and manage all open support tickets
- Lead any new internal initiatives that are directly related to customer support
- Coordinate with colleagues on the sales and support team when and where necessary to ensure all customer inquiries get answered in line with company objectives
- Ensure customer success to maximize a customer's lifetime value
- Act as the customer advocate across the company

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- Maintain a high level of product knowledge and demonstrate the key value propositions of the product
- Create and maintain help and FAQ materials
- Collaborate with your colleagues across the company to explore new ideas, optimize processes, and design effective tools with regards to customer support.

Must have requirements:

- Previous sales & customer service experience (minimum three (3) years)
- Excellent communication (verbal and written), organization, presentation, and negotiation skills
- Confidence in cold calling
- Attention to detail and accuracy
- Willing to learn and embrace company's customer service methods and philosophy
- Strong people skills, are a good listener and empathetic
- Ability to find solutions, create options and maintain a positive mindset

Nice to have:

- Multilingual
- Experience working for a SaaS company
- Life science industry knowledge or interest

Technologies required:

- Strong knowledge of and experience with Google Docs
- Strong knowledge of and experience with Excel
- Knowledge of and experience with tools to create images, gifs and short videos
- Has worked with CRMs (e.g. Zoho CRM, Salesforce)
- Has worked with email marketing software (e.g. Mailchimp) (nice to have)

We are an Equal Opportunity Employer:

Iseehear inc. Life Sciences is an equal opportunity employer committed to diversity and inclusion. We will consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, Aboriginal/Native Canadians, Veterans or any other groups.

HOW TO APPLY:

1. Resumes and cover letters can be uploaded at www.HCMO.ca/resume
2. Or email your resume to HR at recruiting@iseehear.com
3. We thank all those who apply. Only those selected for further consideration will be contacted.

For security purposes, please do not attend our offices without an invitation. Only candidates with an appointment will be received to our offices

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