



## Customer Support Specialist

### COMPANY DESCRIPTION

4iiii Innovations Inc. is at the hub of the high tech wave refining and redefining the tech landscape in Alberta. 4iiii is an Intellectual Property (IP) powerhouse with full stack in-house development, manufacturing and marketing.

At 4iiii, in everything we do, we believe in innovating responsibly for our collective future. We innovate responsibly by creating quality products that last longer, are accessible to all, and maintain a people-first vision in our ever-evolving landscape.

We build heart rate monitors, power meters and smart trainers for athletes. We're seeking an exceptional and dynamic individual with an entrepreneurial spirit to join our team as a **full-time Customer Support Specialist** in Cochrane, Alberta.

4iiii Innovations offers a competitive salary, a group health benefit plan and a fun, athletic work culture.

### RESPONSIBILITIES

As the pivotal bridge between our consumers and 4iiii, you will use your strong technical aptitude to participate in product discussions both internally and externally. As an important member of the brand team and as the knowledgeable advocate for the customer you are highly engaged in delivering our superior level of consumer satisfaction. Your confidence in proficiently addressing customer queries and in ensuring customers are extremely pleased will add tremendous value to the company. You will provide industry leading customer service and build quality relationships with customers. Your role as brand ambassador will provide a positive brand experience to all customers.

### QUALIFICATIONS

As the ideal candidate for this role, you:

- Have a high school diploma. Post secondary education is preferred.
- Have at least 3 years of experience in providing exceptional customer service and demonstrating troubleshooting skills
- Are a runner and/or a cyclist. Maybe you don't compete, maybe you do, but at the very least you know that a spider on your bike shouldn't have webs
- Are a natural champion for the customer and aren't happy until they're happy. You can deal with customers sensitively, tactfully, diplomatically and professionally, and offer the appropriate options, solutions and resolutions required
- Have excellent communication skills - you listen first, then share knowledge
- Have a strong technical aptitude. You don't have to be a full engineer tech or gear head, but your technical prowess is important since that's really what we're all about
- Ideally have bike grease under your nails - you have experience assembling, maintaining, and repairing bikes of all shapes and sizes in a bike shop or even in your garage. You can logically work your way through tear downs and builds ups to "make it all happen"



- Are extremely well-organized, self-motivated, tenacious and methodical when it comes to process and getting things done
- Live and promote high standards of professional integrity and superior customer service which lends to having a strong work ethic and positive team attitude
- Are comfortable using a computer for work, and ideally have a high level of proficiency with utilizing the Google G Suite products and Zendesk

If you would like to join us, please email [hr@4iiii.com](mailto:hr@4iiii.com) with a cover letter and resume before July 17, 2020. We thank all applicants for their interest, however, only those selected for an interview will be contacted. Visit [www.4iiii.com](http://www.4iiii.com) for more information.