



Water Solutions at Your Fingertips!

5th December 2021

Customer Support Officer: Job Description

We are looking for a well-organized self-starter with a range of computer skills and an excellent telephone manner who can help both to develop our marketing plan and provide responsive customer support. This is a great opportunity to acquire a range of business skills and to encourage the sustainable development of the Canadian water industry, including its meaningful response to climate change.

The work we do at Canadian Water Directory supports the sustainable use of water throughout Canada. We assist water suppliers both large and small to find the products, services and resources they need to provide water supplies that are safe, secure and sustainable. We have an opportunity for an enthusiastic and welcoming individual who can help with several important tasks. These include assisting companies to make free and paid listings in the on-line Canadian Water Directory at www.CanadianWater.Directory. They also include online research to help in the development of the marketing resources and the plan; and research to identify water-related resources on the web.

The Opportunity

In working with us you will learn about the development of websites, the operation of on-line databases, the operation of a specialized directory, and the scope of the Canadian water industry. You will improve your skills in using websites, in on-line databases, in working with people, in telephone manners, and in helping with on-line data entry.

Your Contribution

As part of your contribution you will contact companies through telephone and email. You will identify the person in each company who deals with marketing, advertising and promotion activities. And you will arrange with this person a date and time to help them via telephone make a free or paid on-line listing in the Canadian Water Directory. You will use your technical skills to learn and utilize cloud - based customer relationship management platforms, data management, telephone records and other items.

Before undertaking the work outlined you will be taken through one-on-one tutorials that explain how the directory operates, and how listings are made. You will have the opportunity to practice data entry on the development and live websites. And you will have the opportunity to refine your telephone skills so that you are welcoming, clear, helpful, organized and results-driven.

Working Environment

You will work as an independent contractor in a home-office environment in Gordon Head, Victoria, BC. You may also be required to set up and work from your home office. There is some flexibility in time of work, providing it is within the period during which most companies are readily contacted by telephone. Hours of work can be negotiated on a week-by-week basis depending on our schedule and your schedule.

Your Skills

This position will suit someone with skills and attributes including the following:

You are computer literate, can use MS Word, Excel and Outlook, and are comfortable with using a range of on-line web resources. You can learn quickly (and with some help) the various categories of products and services encountered in the water industry. You have no difficulty in completing on-line forms.

Your comprehension of written and spoken communication is excellent. You speak very clear and comprehensible English, that can be easily understood during sometimes-lengthy telephone conversations. You are helpful and clear when explaining a process to another person by phone, and you have the patience and persistence to call people back when the listing in the directory cannot be completed during one conversation. You are a self-starter, are very well organized and you are results orientated. You know that you provide value when you help customers to complete a listing, and that your work is measured by the results you produce.

Your Application

If you are interested in this position, please send an email to the address below. Include a resume, and tell us about the skills, attributes and interests that you have that make you suitable for this position. Please indicate the date on which you will be available for this work, indicating the typical number of hours each week that you are able to work. Also indicate the hourly wage you would expect to receive. Do you have any experience with work that includes a results-based bonus?

Please include your postal address, your email and phone number with your email application, and indicate if you have your own transport, or use public transport to move around.

Please send your application or questions to: VJRogers@CanadianWater.Directory
