



StickerYou Customer Success Associate

About StickerYou

StickerYou is a global e-commerce leader in custom-printed, die-cut products that empower businesses and consumers to create professional-grade materials for marketing, packaging, décor and personal expression. Founded in 2008, StickerYou is an influential e-commerce trendsetter, using proprietary die-cut technology to create customized stickers, decals, iron-ons, badges, patches, labels, magnets and more in orders of one - to hundreds of thousands.

Fueled by a creative and passionate team, StickerYou is dedicated to growing the most engaged and talented people in Toronto, Canada.

The Role

Working in StickerYou Inc.'s Customer Care team, the Customer Success Representative is responsible for increasing and driving customer satisfaction, loyalty and retention by answering customers' inquiries via email at an increasing volume. This role relies heavily on a strong ability to communicate clearly and handle deadlines in a fast-paced environment. The ideal candidate will assist in creating reports on customer trends and other department related matters as needed.

Requirements:

- Available to work evening shifts and weekends (rotation)
- 2-3 years of work experience in a customer success role in a printshop, agency, or retail setting
- High proficiency in Google Apps and HelpScout
- Proven track record hitting and exceeding KPIs and assigned targets.
- High proficiency in PC/Windows operating system
- Proficient in Adobe Creative cloud (PhotoShop, Illustrator) and Acrobat Reader
- Experience in the graphic arts, printing, project/account (bonus)

You are also...

- Process and detail-oriented
- Problem-solving

- Verbal and written communication
- Charismatic
- Self-motivated
- Inquisitive
- Time management
- Empathetic listening
- Team Player

What you'll be doing

- Investigate missing, incorrect and/or incomplete orders using the available information
- Establishes customer loyalty and retention by responding to customer inquiries quickly and respectfully
- Collaborate with the production department in regards to customers orders, trending issues, and quality concerns
- Brainstorm strategies to improve outward communication, gain actionable insight on customer issues and increase employee morale
- Communicate openly with management about concerns regarding processes, user experience, software and/or employee issues
- Provide solutions that maintain customer satisfaction and follow established policies
- Tag customer inquiries to accurately monitor trends and develop customer-centric strategies
- Complete special projects when assigned or given by the Customer Experience Team Lead
- Alternative responsibilities may be added

Reasons to work at StickerYou:

- A high-growth company
- Strong leadership team
- Company-wide positive energy that's infectious - people enjoy coming to work every day!
- Fast-changing environment with ample learning and growth opportunities
- Growing a global Canadian brand
- Strong corporate vision to make small companies "Better"
- Ability to serve a large variety of small and medium sized businesses in many segments
- Canadian company with local manufacturing thereby supporting our local economy
- Experience with cutting edge e-commerce and customization technology
- Fun work atmosphere including Beer Fridays, Goal Hitting Pizza Days, etc.

If you're interested in applying for this position, please send your resume to careers@stickeryou.com