



StickerYou Customer Care Team Lead

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

As a key member of StickerYou Inc.'s Customer Care team, the Customer Care Team Lead will have first line responsibility for day to day operations and success of the Customer Care department (6 full time, 1 part time) . This person will be responsible for fostering an environment where Customer Reps can excel and are consistently trained on best practices. Day to day, the Customer Care Team Lead will work closely with their team to provide the best customer service experience possible to StickerYou's customers.

What you'll be doing

- Assist fellow Customer Reps in dealing with and resolving customer issues
- Plan shifts, maintaining orderly workflow according to priorities and volume
- Ensure daily KPIs and overall targets are met, monitor staff performance and productivity on a continual basis
- Evaluates and implements tools and processes to track and report on KPI's and improve the level of service the team can provide to customers
- Develop and report on customer satisfaction goals, provide leadership and coordination to the team to achieve these goals.
- Investigate missing, incorrect and/or incomplete orders using the available information
- Establishes customer loyalty and retention by responding to customer inquiries quickly and respectfully
- Onboard and train new team members

- Review performance of employees (including temporary/probationary staff) and make resourcing/hiring recommendations to Human Resources

The Ideal Applicant Has...

- 3+ years' experience in Customer Service
- 1+ years' experience as a Team lead or Supervisor
- Available to work evening shifts and weekends (rotation)
- Working knowledge of customer service software, databases, tools and trends (i.e. Google Apps, HelpScout, SnapEngage, LiveChat, Zendesk)
- Strong capabilities with a variety of tools including: Microsoft Office Suite, Google Docs, Adobe Creative Cloud (PhotoShop, Illustrator) and Acrobat Reader
- Demonstrated understanding of management principles and techniques
- Experience in the graphic arts, printing, project/account management would be a bonus

Reasons to work at StickerYou:

- A high-growth company
- Strong leadership team
- Company-wide positive energy that's infectious - people enjoy coming to work here!
- 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