

Customer Support Representative

SVAT Electronics is a Niagara Falls based consumer electronics organization. SVAT focuses on developing, manufacturing and marketing do it yourself (DIY) video surveillance products targeted to home owners, small businesses and offices. We immediately require a Customer Support Representative to respond to customer calls and emails regarding purchase and product inquiries.

SVAT offers a comfortable, progressive and friendly environment as well as product discounts, competitive health benefits and performance based rewards. We work in an entrepreneurial industry with a growth rate of 20% annually. We know the more talented people we have with a passion to be the best, the closer we can come to meeting our goals.

This position is located in a fast paced environment. All applicants must be flexible to work a variety of shifts.

The successful candidate will be responsible for:

1. Responding to inquiries and providing information to customers.
2. Receiving and logging complaints on an ongoing basis.
3. Arranging for refunds and credits when required.
4. Accessing and processing information.
5. Performing general office duties.

The successful candidate requires:

1. Proficiency with computers, Microsoft Office, Outlook and Internet.
2. Experience in a call centre or customer service setting.
3. Completion of high school and a relevant College or University program.
4. Ability to obtain a criminal clearance.
5. Ability to work in a fast paced environment.
6. Ability to pay attention to detail.

Qualified candidates are encouraged to apply online by visiting <http://www.svat.com/hr.php> and selecting the "Apply for a Position Now" button. Only online applications will be considered. If selected for an interview you will be contacted by Human Resources, please do not contact us by phone or in person.