

JOB SUMMARY

***Note :** This position requires *Industry experience* and/or *knowledge of the product line*.

Arizer is a leading manufacturer and international distributor of dry-herb vaporizers, with an exceptional reputation in product design, innovation, quality and customer service.

With strong growth in the industry we have an opportunity for a permanent full-time position. We're seeking a friendly, organized, and dependable candidate for the position of Customer Service Representative.

Responsibilities and Duties

- Customer service, order processing, customer invoicing
- Respond promptly to customer emails & ensure customer satisfaction
- Work with Arizer Service, Sales, Shipping, & Website teams
- Expertly diagnose, troubleshoot, and resolve customer concerns pertaining to:
 - Website Use (policies, orders, payments, shipping)
 - Product Use (functionality, cleaning/maintenance, quality/safety, warranty)
 - Administrative Support, preparation of documents, forms, etc

Qualifications and Skills

- Independent, self-starter, able to take direction and work well unsupervised
- Customer Service Experience (*online customer service experience is an asset)
- Good research skills and attention to detail
- Excellent written and verbal communication skills
- Strong computer skills: MS Office / Google Docs
- Proficient in email communications
- Customer Focused, positive attitude, helpful / compassionate demeanour
- Able to think critically, anticipate & resolve customer concerns

Are you a hard working and proactive team player with a positive attitude, attention to detail / accuracy, and the ability to provide fast & friendly customer-centric service with a positive attitude and compassionate demeanour? If so, let's talk.

Email: careers@arizer.com

- **Send resume and cover letter with response**
- **Initial interview conducted via video chat**