



Everyone knows that Hockey is more than just a sport, it's a way of life. Are you looking to join the world leader in providing hockey-related technologies and information services? Now is your chance to bring your obsession for hockey and your passion for technology together.

At HockeyTech we have built a close-knit team of incredibly talented people passionate about building lasting value for our customers. We offer the world's deepest range of IT services for hockey organizations and are building new applications that will revolutionize the sport.

What we are looking for...

The **Bilingual Customer Support Representative** is the front-line resource supporting customer success. A key part of the role is ensuring the effective triage of all inbound client issues across product lines, resolving real time, and escalating larger issues to the Customer Support team. Working with the Customer Support team you will be the client conduit for updates to those larger issues. In addition, the Customer Support Representative will be assigned a set of accounts to manage the relationship with the intent to streamline processes, identify the most effective contacts to work with within a specific league or organization, and identify sales opportunities within their assigned accounts.

Your position on the team...

- Be the primary resource for answering inbound calls and triage to appropriate resolutions
- Troubleshoot client issues and resolve in real time
- Log customer support calls and emails in DESK to track all client issues
- Update the knowledge base with new issues and follow up with resolution details
- One-on-one training for customers over the phone or by e-mail
- Building links for clients (new installs and upgrades)
- Game Report and List Distribution requests
- Third Tier account management (accounts with growth potential – no quota)

The experience you bring to the team...

- Previous Customer Service experience
- Excellent verbal and written communication skills, in both English and French
- Advanced problem-solving skills
- Excellent communication and interpersonal skills
- Strong technical knowledge
- Must have experience in hockey, or be familiar with the sport.

We've found that the people that fit best within our culture are entrepreneurial in nature, adept at communication and have an inherent desire to exceed customer expectations. If you've got the right skill set and attitude and are looking to join a niche web application company where every employee plays a key role in our ongoing success, we have a position for you.

We've got you covered....

HockeyTech offers an excellent work environment, competitive pay, and Company paid group benefits program, including other great incentives. We're committed to an inclusive, accessible work environment, where all employees feel valued, respected and supported.

Only applicants selected for an interview will be contacted. Please apply with resume to careers@hockeytech.com

We will happily provide accommodation for applicants with disabilities as part of our recruitment process. If you are contacted to arrange for an interview or testing, please advise us if you require additional accommodation.