

CUSTOMER & CLIENT CARE MANAGER, Toronto, Ontario

Company Overview

AuthentiGATE is a leading supplier of Admission Services to the Canadian Event Industry. With an emphasis on a hands-on approach, AuthentiGATE excels at the online and onsite development and support of our client's admission & ticketing needs.

Position Overview

We are currently seeking applications for a qualified individual to fill the newly created position of Customer & Client Care Manager. The emphasis on this position will be to support our existing client and customer base, as well as follow up on new possible client leads, with a small focus on marketing and sales. As well, this position will have some operational requirements with the successful applicant being available to be on-site for various events in and around the GTA, as well as across AuthentiGATE's network of customers and clients in Canada. Successful applicant may be required to travel for extended periods.

This position is a full-time contract. Company mobile phone, computer and travel allowance is provided. As well, after 3 months of employment, the applicant would be eligible for AuthentiGATE's employee benefit plan.

Qualifications

Applicants should be technologically savvy. A University or College degree/diploma in a relevant field or equivalent work experience would be an asset, but training on our systems would be provided to the successful candidate.

A background in simple networking, HR or staff management will be considered assets to this position.

A component of the position will include operation of AuthentiGATE's online support channel. Previous experience in customer services & managing complaints, and the ability to de-escalate ticketing issues would be beneficial. A familiarity with ZenDesk would also be considered an asset.

The Applicant must be self-motivated, as a majority of the year they will be working from their home and not reporting to an office. For several months every year, the applicant may be required to commute to events in Canada for support to AuthentiGATE clients.

As well, the applicant will need to be able to commit to a minimum of one month (August) to be onsite full-time at one of AuthentiGATE largest events, taking place in Toronto, Ontario. For logistical purposes, preference would be given to applicants who reside in the GTA or are able to commute daily to Toronto.

How to apply

Interested applicants should forward a CV along with cover letter to CAHR@authentigate.ca. Please state salary expectations in your package.

Only applicants that are already legally able to work in Canada should apply and will be considered for this.

