

Job Title: Client Service Representative
Company: Caribou Software, Inc. Located in Hinton Alberta

Do you love working with computers? Would you get a genuine “charge” out of helping people use computers to improve the way they run their businesses? Does the idea of working in a small town in the Canadian Rockies, serving customers all around North America sound intriguing? If so, then we have the job for you!

WHO IS CARIBOU?

Caribou Software is an energetic, customer-oriented company specializing in business software solutions, primarily for companies in the forestry industry. We are located in Hinton, Alberta, right in the heart of the industry we serve, but we have clients all over Canada and the United States. We love helping our customers do their business better, and we are seeking a bright, motivated, self-starter to join our fast-paced, client-service-oriented team.

WHAT IS THE POSITION?

Our new client service specialist will share front-line customer service responsibilities with the rest of our support team. He or she will be the client’s first point of contact for resolving support questions and will work closely with other team members to ensure that the customer’s needs are met efficiently and effectively. He or she will also be involved in testing new features/modules to ensure that the product we deliver to our clients is stable and reliable.

Our preference is that the candidate work in our Hinton office. That said, we are open to considering a remote worker if the candidate has skills that are particularly suited to the position relative to local candidates.

WHAT KIND OF PERSON ARE WE SEEKING?

Because we are a small company, we offer a great opportunity for someone who is seeking an environment where he or she can make a real and visible contribution. This position is perfect for a self-directed, ambitious person who likes job versatility and who is seeking to build a long-term career that capitalizes on his/her strengths and matches the needs of our growing company.

The candidate’s background and interests will determine their overall role within our organization. Candidates with a computer science background will have the opportunity to do technical troubleshooting, assist with maintaining our network, and build reports. Candidates with a business, MIS, accounting, or industry background will have the opportunity to become more involved in client trainings and business consultation. If you have graphics and web design capabilities, you may be assigned projects relating to business development or creation of training materials.

HOW DO YOU KNOW YOU ARE A FIT?

- You have a high level of personal motivation and drive – you want to work in an environment with colleagues who share that attitude
- You genuinely enjoy helping people solve their problems and achieve their goals
- You have strong computer skills
- You have strong verbal and written communication skills
- You are bright and self-confident: a quick learner, creative in proposing new ideas, and energetic in brainstorming sessions
- You pay attention to details while keeping sights on the bigger picture
- You are excited about the benefits of a living in a small community just outside Jasper National Park

WHAT SKILLS DO YOU NEED?

- Proficient using Microsoft Windows and Microsoft Office tools, including MS Word, Excel, and Access
- Proficient at troubleshooting basic internet and network connectivity issues as well as printer issues
- Genuine customer-service orientation and strong people skills
- Degree or Diploma in Computer Science, Information Technology, Business, or Accounting is a Plus but not required
- Skill with SQL Server Databases, SQL Query-Writing, and/or Crystal Reports a Plus but not required

HOW TO APPLY

If you are interested in being a part of our vibrant company, please submit the following information to Teresa Hannah via e-mail at teresa@caribousoftware.com:

- A cover letter indicating why you believe you are a good fit for this position. The letter should specifically address your interest in living in Hinton. If you are not willing to relocate, your cover letter should address why you believe you are well suited for working remotely.
- Your resume, either as a MS-Word document or an Acrobat pdf file

Application Deadline: July 31 2019