



## **INSIDE SALES/CLIENT CARE SPECIALIST**

### **JOB SUMMARY**

Working with iSiLIVE your primary responsibility be to ensure we create and deliver the best possible experience for the customer throughout their journey as a client. You have the soft skills and organization to ensure our clients are never overlooked, always engaged, and keep returning. You will be able to put yourself in the place of the client and see things as they would. You will likely be the first and last person a client interacts with, so you'll be responsible for creating an amazing first impression and leaving them wanting to return.

### **LOCATION**

Remote/Virtual

### **JOB DUTIES**

- Inside Sales - answering inbound inquiries (phone, email, live chat)
- Client Care - assist in overseeing a client from prospecting to invoicing
- Client Outreach - regular newsletters and call and email campaigns to prospective and existing client base
- Client Retention - focus on clients and improving their experience
- Social Media Participation -monitor and P participate on corporate social media presence
- Market Research – stay up to date on industry trends and players. Research prospective opportunities
- Documentation – assist in the development of internal and client-facing support documentation
- Administrative – minor administrative duties

### **REQUIRED SKILLS**

- Strong interpersonal skills
- Telephone skills
- Energy
- Ambition
- Highly organized
- A love for of technology
- Team player
- Demonstrate initiative and ability to work independently
- An aptitude working within different platforms (CRMs, Social Media, Design, Google Suite, etc.)

\*Bilingual would be considered an asset

### **REQUIRED EXPERIENCE**



This is an entry level position but it would be preferable to have:

- A degree in a complimentary field (Business, Marketing, Broadcasting, etc.)
- Experience in a complimentary field (Business, Marketing, Broadcasting, etc.)

## COMPENSATION

Full-time w/ Minimum 40 hours a week (remote)

Salary of \$45K-55K a year

3 month probation before full-time and benefits

Bonus based on KPI milestones

## ABOUT ISILIVE

iSiLIVE provides comprehensive streaming and webcasting solutions, including providing videographers and sound technicians to conduct webcasts, and building proprietary streaming media servers and encoders to deliver webcasts over the internet.

iSi clients currently include the Supreme Court of Canada, Canadian Nuclear Safety Commission, The Bank of Canada, The Ontario Legislative Assembly, Canadian Energy Regulator, Transport Canada, Ontario Ministry of Health as well as many other federal, provincial and municipal government ministries, departments and agencies, universities, and public and private corporations.

## INDUSTRY

- Live Streaming
- Broadcast
- Information Technology and Services

## BENEFITS AT iSiLIVE

iSiLIVE offers great employee benefits, including, but not limited to, Health, Vision, Parental Leave, Dental, RRSP, Flexible Time Off as well as:

- A high level of staff autonomy and schedule flexibility;
- A corporate culture that is family-friendly, healthy and positive;
- Advancement and leadership opportunities are always available in our growing organisation.

We listen to our employees; most of our employees have been with us for several years.

If you're seeking a supportive, team-focused and dynamic work environment where you can see the direct impact of your performance and get rewarded for it, then apply today and come start your rewarding career with us!

If you are interested in this position, please feel free to send in your resume to [brad.alford@isilive.ca](mailto:brad.alford@isilive.ca)