



Customer Service Representative

We're passionate about play. We believe that bringing play to communities makes the planet more livable and socially just. With thousands of installations across the world, we're excited to be a part of the movement toward a healthier, happier, global community by offering innovative aquatic play solutions designed for developing minds, thrill seekers, budding explorers, and the young at heart.

Our work culture is important to us and we believe that with a team of people who **CARE** we can achieve amazing things. From tacking a weld to putting the final touches on a piece of ad copy, we believe that every task we undertake is important and deserves our utmost **COMMITMENT**, an **ATTITUDE** that anything is possible, mutual **RESPECT**, and a level of **EQUALITY** that invites collaboration.

We're always looking for exceptional people to join the Waterplay Group of Companies. If you like working in a fast-paced, dynamic environment, have a passion for play, and truly **CARE**, then we'd love to hear from you.

Position Overview:

Waterplay is seeking a highly organized and motivated individual to join our Customer Service Support team in the role of **Customer Service Representative (CSR)**. The ideal candidate is organized and thrives within routines and processes. They are a service and results-oriented team player with a keen eye for detail and capable of managing multiple priorities in a fast paced environment. To excel in this role you will require: expertise in the Microsoft Office suite, experience with a CRM resource, superior organizational skills, a positive attitude and effective communication skills. These skills, coupled with your ability to produce precise, consistent work will complement our outstanding team.

Key Responsibilities:

- Prepare quotations and order packages for the Regional Sales and Direct Sales Managers, including those who work remotely
- Manage the flow of documentation through the sales process
- Be the internal project "champion" and ambassador

The Ideal Candidate

- Must be an outgoing and energetic team player with strong interpersonal skills
- Must be extremely organized and have the proven ability to manage multiple projects simultaneously
- Will be deadline-oriented with a keen attention to detail



Education and Experience

- Proficient in Microsoft Office (specifically Outlook, Word, PowerPoint, Excel) and Adobe Creative Suites
- 2+ years of experience in an administrative role is an asset
- Diploma in Business Administration is preferred (but not a requirement)
- Note: bilingualism is an asset

In addition, please send your resume with a cover letter to careers@waterplay.com with “**Customer Service Representative**” in the subject line or via mail to:

Attention: Careers
Waterplay Solutions Corp.
805 Crowley Avenue
Kelowna, BC Canada
V1Y 7G6

No phone calls or drop-ins please.