



Our Customer Service Team, within our global Commercial Group, needs the next, great, customer service guru aka **Customer Service Representative (CSR)** to deliver outstanding support to our sales professionals and our customers. This is a position suited for customer-focused, self-directed, solution-seekers. We're looking for passionate go-getters who can move fast and want to have a lasting impact.

What makes you jump out of bed, eager to start your work day: Being part of a global team, relied on for your ideas, and trusted to find answers? Delivering that little bit extra, without being asked? Delving into processes and systems to find efficiencies and answers? Knowing that you'll be an integral part of bringing smiles to kids faces all around the world? (For real.)

What about things you're proud of, like having a reputation for diplomacy, confidence and looking after the details others might miss? Quickly establishing connections with folks from all different backgrounds and jobs and nationalities? Taking pride in delivering outstanding customer service?

Does this sound like you? If so, we've got a great opportunity that we think will be your next great career move.

Our CSRs are a critical piece of the design and sales and process. Astute listeners, knowing how to elicit information from customers to help design and quote the spray park or playground of their dreams. Effective communicators, able to convey the design and technical details of our features, bringing the catalogue pictures to life. Techies, confidently navigating our systems and CRM (we use Creatio) to create detailed and accurate orders. Part administrator, part advisor and part account manager, you're 100% problem solver.

Your natural curiosity, combined with service orientation, is perfectly suited to managing accounts once our sales pros hand the order over to you. With at least five years of professional experience in a customer-facing role, you've developed the confidence and initiative to independently problem-solve and trouble-shoot, while also knowing when to engage others to find solutions.

Although no two days are the same, here are the activities you'll focus on:

- ✓ Create documents and reports for internal and external use (sales funnel reports, quotes, contracts)
- ✓ Support our sales team with administration, trouble shooting and research
- ✓ Manage the order release process
- ✓ Participate in training and professional development to learn new and current product solutions, processes and design philosophies
- ✓ Delve into technical details of processes and systems, curious to find better ways and better methods
- ✓ Apply your knowledge, maturity and common sense for what is non-negotiable while also knowing where you have autonomy to make adjustments



You'll receive a ton of training on our products, processes and systems, and have support from other CSRs and sales pros as you navigate the complexities of doing business across multiple time zones and cultures.

We believe that play connects us and are in the business of connecting communities through play and social experiences. And we have a lot of fun doing this.

If we've described your career highlights to date, and you're keen to join a progressive, growing company where you truly can make a difference in communities, and if you happen to read, write and speak French as fluently as English, envoyez nous votre résumé.

We've got customers in all time zones and on all continents but one (guess which one), so we can be flexible about your location.

We want to get to know you better—what motivates you, your communication style, how you make decisions—so ask all applicants to complete this short assessment by following this [link](#) to the Predictive Index. We promise: The Predictive Index is not an aptitude test, and there are no right or wrong answers.

Please apply to [careers@waterplay.com](mailto:careers@waterplay.com) with **“Customer Service Representative”** in the subject line or via mail, to:

Careers  
Waterplay Solutions Corp.  
805 Crowley Ave  
Kelowna BC V1Y 7G6

*We're grateful for everyone who invests time and energy to apply and we will directly contact those of you we're keen to learn more about.*