

# Admin Assistant & Customer Support

**Location:** Victoria, BC  
**Position:** Administrative Assistant & Customer Support  
**Job Type:** Full time  
**Salary:** \$16.00 / hour + comprehensive benefits package

## **Company Description:**

Outset Media is a high-growth Victoria-based business that designs, manufactures, and distributes board games, card games, and jigsaw puzzles, with offices in Victoria, BC and Brampton, ON. We sell our product throughout North America and internationally. The key to our success has been our passionate dedication to unbelievable customer service.

## **Job Description:**

This individual will have two main areas of responsibility - working with the Cobble Hill brand manager to efficiently manage consumer questions and comments, and process orders and manage product listings for Amazon.ca. Because the majority of our clients are in the Eastern Time zone, the starting time for this position is 7:00 am.

## **Main responsibilities:**

- provide customer support to consumers who have purchased our puzzles
- manage Amazon.ca orders and product listings

## **Required Qualifications:**

- Above all, a proven passion for delivering exceptional customer service that promotes customer loyalty.
- Excellent writing skills are necessary. Applicant must be able to both write and speak efficiently and clearly.
- A good listener who enjoys solving problems in a polite and professional manner.
- Ability to remain calm and empathetic to customers with issues that may be upsetting to them.
- Word, Excel, Outlook, plus past experience working with contact management software.
- Must be able to master new software.
- Excellent work ethic - you will be working with a team of hard-working, self-motivated individuals who work with minimal supervision. Self motivation and a strong work ethic are an absolute requirement.

## **Additional Information:**

Outset Media is a small company with fewer than 25 employees in our Victoria office. Therefore, in addition to the above responsibilities, any successful applicant may be required to assume a variety of non-related responsibilities. Applicants must be comfortable working in a constantly-changing small business environment.

We are looking for an individual who is seeking a career position with a high growth company, and is willing to accept personal responsibility for the growth and success of the company. Only short-listed candidates will be contacted. Please email cover letter, resume and references to [outsetmedia@gmail.com](mailto:outsetmedia@gmail.com), or fax to 250-592-7522. All applications will be held in strict confidence.

**Job applications must be received by March 19.**  
**Short-listed candidates will be contacted to schedule interviews by March 28.**  
**Interviews will be held week of April 1-5.**

