

A true internet success story, Nexopia grew from a small online community of teens in Edmonton Alberta to become Canada's largest social networking site for youth. Now, with over 1.4 million members and hundreds of new accounts created every day, Nexopia is quickly solidifying its reputation as the place for teens to connect and express themselves.

Position: Customer Service Manager

Nexopia is looking for an experienced customer service manager to play a key role in the ongoing development of our online community. Besides displaying a keen understanding of the various dynamics of web based social networking, the ideal candidate should have excellent leadership and communication skills, and exude a passion for delivering a unique and positive user experience at all times.

RESPONSIBILITIES:

- Developing and implementing programs to further build the Nexopia community.
- Managing a team of office based customer support staff as well as field staff and volunteers.
- Assign, monitor and ensure the work of the team is correctly and effectively distributed to provide optimal support coverage and user satisfaction.
- Coordinate the team's schedules effectively and ensure full customer support coverage at all times.
- Correspond directly with law enforcement and government agencies with respect to ongoing investigations, maintenance of law and safety matters affecting the Nexopia community.
- Recruit and train new customer service team members/ volunteers.
- Respond to incoming calls, posts, messages and/or e-mails to receive, investigate, document and resolve all customer inquiries (users, authority figures and guardians inclusive) related to account management, web site functionality, technical or business issues in an efficient, professional, and reasonable manner.
- Maintain detailed records that allow for proper tracking, resolution and follow-up of issues.
- Monitor, direct and communicate with staff and volunteer moderators to ensure proper procedures are followed.
- Stay abreast of risk management advances and implement protections against fraud/impersonation.
- Assist in inventory control and handling transactions; investigate complaints and arrange for refund or credit when appropriate.
- Other duties as required.

QUALIFICATIONS:

- Bachelors Degree or equivalent post secondary preferred
- 2 to 4 years of Managerial / team lead experience
- Real passion for customer service
- Technical aptitude, thorough familiarity with the internet and experience with social networks
- Excellent written and oral communication skills
- Ability to get along with all kinds of people and work directly with our end-users
- Patience and professionalism for dealing with offensive material and complaints from young users and parents
- Exceptional problem-solving and conflict-resolution skills
- Motivational, well organized and disciplined
- Must be proficient with Microsoft Word and Excel
- Basic to extensive knowledge of the workings of Nexopia.com is preferred

SALARY AND BENEFITS:

Nexopia.com Inc takes care of its staff. A competitive salary, bonus structure, stock options, medical benefits, and 3 weeks paid vacation are just the beginning of the perks you can expect from us. Salary figure will be decided based on experience and qualifications.

The successful candidate must pass an Employment Police Information Check as a condition of their employment with Nexopia.com Inc.

To join our team, submit a resume and cover letter citing the career posting to: careers@nexopia.com