

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 Representative

Are you a passionate Nexopia fanatic obsessed with connecting with others online? Do you live to interact with your friends in forums, blogs, and through instant messaging services? Nexopia is looking for an experienced customer service representative, to help us deliver a positive user experience to our members on a daily basis. The ideal candidate must possess strong interpersonal and communication skills as well as display a keen insight for how online communities thrive and operate.

RESPONSIBILITIES:

- 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 databases of information and detailed records for proper tracking, resolution and follow-up
- Monitor, direct and communicate with Nexopia volunteer moderators to ensure proper procedures are followed
- Implement and stay abreast of risk management (from fraud/impersonation)
- Assist in handling transactions and investigate complaints and arrange for refund or credit when appropriate
- Other duties as required

QUALIFICATIONS:

- Must be 18 years or older
- Minimum High School Diploma
- Flexible with your schedule
- Basic to extensive knowledge of the workings of Nexopia.com is preferred. Previous experience with our moderation system is a bonus
- Patience and professionalism for dealing with offensive material and complaints from young users and parents
- Exceptional problem-solving and conflict-resolution skills
- Excellent writing and verbal skills
- Ability to form a well written, thought out, concrete answer in any situation
- Excel at working both independently and within a team
- Good understanding of Windows and Microsoft Office

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