



Career Opportunity – Customer Care Specialist

As Nuheat's Customer Care Specialist you will have the opportunity to:

- Develop, exercise and hone your Customer Care skills
- Practice and advance your leadership skills by leading various improvement projects
- Round out your planning, organizational and implementation skills with participation in various projects
- Continue to further your professional development with a \$1500/year education allowance
- Work in an environment that welcomes and encourages suggestions for improvement, and routinely turns ideas into reality
- See your ideas come to life in an environment which exudes entrepreneurial spirit
- Finally be rewarded for your "outside-the-box" thinking
- Be part of one Canada's 50 Best Managed Companies Showcase your ambition and drive to people who will truly appreciate it
- Be part of making Nuheat the only electric floor warming system to be synonymous with "GREEN" building
- Try something new with a \$200/year hobby allowance; salsa dancing, carpentry, singing?
- Work with a highly motivated, driven and fun customer support team
- Thrive in a "Team First" environment, developing exceptional interpersonal relationship skills

This career is perfect for you if:

- You are an energetic natural people person
- You have a history of exceeding expectations
- You are a stickler for accuracy and attention to detail
- You have a minimum 3 years direct customer contact skills
- You are motivated by challenges and solving problems
- You are committed to delivering World Class Customer Service
- You want to take your career to the next level and looking for opportunities to grow professionally
- You want to work with an industry leading, growing company
- You always respond with "can do"; you are solutions and results orientated in all aspects of your career and life
- You want an opportunity to take advantage of your natural leadership skills
- You thrive in the consummate team environment



Customer Care Specialist

Join one of Canada's 50 Best Managed Companies...

SUMMARY:

Nuheat is looking for a cheerful and professional individual to join our Customer Support Team. The Customer Care Specialist primarily supports our distribution with quoting and order processing; and providing technical support to all our customers. This position offers a dynamic working environment with diverse job responsibilities in a fast paced and growing department. The successful candidate will be a team player, skilled in providing consistent, reliable, solution oriented, friendly customer service, with a "can do" attitude.

KEY RESPONSIBILITIES:

- Acts as Nuheat's first point of contact for fielding customers inquires and resolving customer issues via telephone, e-mail, and fax
- Consistently exceeds customer expectations, and ensures situations are resolved appropriately
- Producing accurate and timely quotes; accurate data entry of complex orders.
- Provides product knowledge and technical expertise to Nuheat's customers – both internal and external

QUALIFICATIONS:

- Exceptional problem solving skills
- Strong oral and written communication skills
- Excellent organizational skills, with fervent attention to detail and accuracy
- Ability to multi-task in a fast-paced work environment
- Previous customer service experience or sales experience required
- Strong computer skills (Excel, Outlook, Word)
- Superb telephone and general communication skills

COMPETENCIES:

- Has a strong customer service ethic; takes ownership of situations
- Readjusts priorities to respond to pressing and changing customer demands
- Thrives in a fast-paced, customer driven organization
- Excels in a team environment

Please email cover letter and resume to HR@nuheat.com. Please quote "Customer Care Team" in the subject line.

We thank all applicants, however only those granted an interview will be contacted.

www.nuheat.com



How to Apply – Customer Care Specialist

Business Type and Description:

Nuheat is the BC based marketer and manufacturer of an industry leading premium electric radiant floor heating system. Designed to gently warm tile, stone, laminate and engineered wood floor, Nuheat is heavily positioned across North America, and is continuing to expand in key markets. The recent introduction of the Nuheat Freeze Protection line has allowed the company to expand its product scope to offer solutions for pipe freeze protection, as well as roof & gutter and slab de-icing.

Nuheat is latest in “must-have” home luxuries. Our system has been regularly featured on well known design shows such as Bob Vila, Designer Guys, Design Inc and Holmes on Homes. Recently featured in Mike Holmes’ new renovation book, Nuheat is quoted as the product “I (Mike Holmes) strongly recommend.”

Nuheat is a dynamic, high growth Company that was awarded one of Canada’s 50 Best Managed Companies for six consecutive years. We offer professional growth and are highly invested in key players.

Employment Location: Nuheat Industries Ltd. (HQ and Manufacturing Plant)
3105 – 6900 Graybar Rd
Richmond, BC
V6M 0A5

Compensation: Commensurate with experience
Profit sharing, based on Company results
Medical, dental and health spending benefits
RRSP contribution after one year
\$1500/year education allowance and \$200/year hobby allowance
2 weeks vacation

Website: www.nuheat.com
www.nuheat.com/pressroom

To Apply: Submit your resume and cover letter to:
S. Kler and S. Goorman
Customer Care Team Leaders
HR@nuheat.com
Phone: 604.529.4400
Fax: 604.529.4404

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