

# FixMeStick Customer Care Expert

Under the “Digital Skills for Youth Program”, coordinated by Communautique, FixMeStick Technologies, Inc. is looking for a customer care expert. We are seeking smart and savvy individuals to join our customer support team. This is an entry-level position for recent graduates with limited work experience. We aim to help you develop your digital skills and discover your career interests.

Avec un financement du

Canada 

## Your Responsibilities

- **Become an expert** - You will receive ongoing training and will learn about the principles of computer security and Mac and Windows operating systems.
- **Deliver happiness** - You will help FixMeStick customers over phone and email to answer their questions, troubleshoot, and solve any FixMeStick-related problems.
- **Continue to grow** - You will discover many career opportunities to grow at FixMeStick and we will help you take them on. These can include roles in social media marketing, data and web analytics, ecommerce, programming, and more.

## Your Qualifications

- You have a Bachelor's Degree.
- You have excellent communication skills in English and/or French.
- You are innately polite and empathetic.
- You're able to balance many tasks while paying attention to detail.

## Eligibility Requirements

- Be between 15- 30 years of age at the beginning of the internship.
- Have recently finished post-graduate studies (in the past 2 years).
- Be a Canadian citizen, permanent resident, or have refugee status.
- Be legally eligible to work in Canada.
- You must not receive Employment Insurance (EI) during the duration of the internship.

- You must self-identify as under-employed, employed below your education level or employed part-time.
- You must not have taken part in an internship coordinated by Communautique previously.

## **The Position**

- Full-time, 40 hours/week
- Salary: \$35,000/year
- Start date: January 7th, 2019
- Length: 6 months, with possibility of joining our team permanently after the internship
- Office loft close to downtown in St. Henri

## **How To Apply**

Please send us your resume, as well as a cover letter detailing why you are interested in joining our team. Applications can be sent to [jobs@fixmestick.com](mailto:jobs@fixmestick.com)

## **About FixMeStick Technologies, Inc.**

Founders Corey Velan and Marty Algire started FixMeStick to provide consumers with a smart and easy way to remove viruses from their computers. Over 1 million customers have purchased a FixMeStick, and it can be found in national retailers and home shopping networks in Canada, France, the U.K., and the U.S. FixMeStick ranked 23rd in the 2018 Growth 500, the definitive ranking of Canada's fastest-growing companies. And for the second year in a row, FixMeStick ranked in the Deloitte Technology Fast 50 award program.

## **Contact**

[jobs@fixmestick.com](mailto:jobs@fixmestick.com)

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