



CUSTOMER EXPERIENCE SPECIALIST

Do you **love helping people**? Do you take pride in **providing a quality customer experience**? Do you view life as a way to be of service in this world – helping others & **having fun**?

We are **SOTA Instruments** and we've been growing our business in BC since 1996. Our team is looking for a full time **Customer Experience Specialist**.

The right person for this position enjoys **working collaboratively**. They're a natural **problem solver** and able to think on their feet. Their **strong communication skills** shine through in the emails they write and how they conduct themselves on the phone. They thrive in a fast paced environment with an array of tasks & responsibilities. They have proven customer support experience and familiarity with answering customer calls, emails and processing web orders. The ability to **multi-task, prioritize & manage time effectively** comes naturally. Reliability and an interest in wellness round out a "good fit."



We offer a **good wage** (starting at \$45,000 up to \$48,000 once fully trained), **bonuses**, excellent hours (8am-4pm Monday - Friday with paid lunch breaks), **Extended Health, Dental & Vision** after 3 months for full time employees, **monthly staff lunches**, extra **paid days off at Christmas**, and your **birthday off with pay**. Plus you get to work at a fresh and modern office in downtown Penticton (with a **rooftop patio!**) one block from Okanagan Lake.

Please drop your resume and cover letter off at 101 - 161 Ellis St in Penticton. We encourage you to **write a cover letter from your heart**. Tell us what about this position interests you and why you want to work with the SOTA Team. Our office is open 8am - 4pm Monday to Friday. We will accept email submissions from out-of-town applicants looking to relocate only (opportunity@sota.com).

SOTA Instruments is an equal opportunity employer and respects your personal rights and freedom. You will not be asked to disclose your personal medical information.

Our office is a **dog friendly**, smoke-free and fragrance-free work environment.