

# EXACT

**EXACT** builds game-changing technology for the concrete industry. We're making one of the biggest industries on earth more sustainable, safer and efficient. We are client obsessed and develop our solutions from the ground up to solve their biggest problems. We are a passionate team focused on excellence and long-term relationships.

We are known for our fanatical customer service. The speed with which we respond to our clients and the care we show them is a key component of our success.

We are looking for a star **Customer Support Engineer** who is passionate about providing exceptional hands-on customer service and ensuring a seamless customer experience with every interaction.

In this newly created role, you will use your technical training in an engineering discipline to be the first point of contact for our clients. You will act as the conduit between our production, hardware and software engineering departments, to respond to customer pain points, continuing to build solid relationships that are our hallmark. Eventually you may have the opportunity to build out our technical customer support department as we grow.

## Why work at EXACT

- We are a team of 40+ technical superstars and are welcoming to others who share our passion.
- Our culture is open, honest and inclusive.
- We're solving serious problems and having fun doing it.
- We're reducing the carbon footprint in a historically heavy carbon footprint industry.
- Our work has purpose. We're changing the face of concrete construction.

## Your responsibilities will include:

- Acting as the first point of contact for technical support/queries at EXACT
- Delivering service excellence to our clients
- Fielding technical support calls and emails from EXACT clients and responding quickly with solutions to problems and issues
- Escalating more complex issues to our internal teams, including hardware and software engineering, while maintaining proactive communication with the customer
- Directing the production of documentation, how-to guides, videos and user manuals and ensure these documents are kept up to date as things change
- Creating new processes to better support our customers as we continue to grow
- Implementing and oversee a support ticket system
- Leading day-to-day operations within the customer service function
- Creating effective customer service procedures, policies, and best practices

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- Developing customer satisfaction goals and coordinate with everyone to meet them consistently
- Implementing an effective customer loyalty program
- Maintaining accurate service records, document all customer service activities and prepare detailed reports from support ticketing system when requested

## What we are looking for:

- Minimum 3-5 years education or experience in a technical or tech-related business environment, or equivalent a combination of education and experience
- Familiarity and knowledge in technical disciplines are a must, given the B2B nature of our business and equipment troubleshooting that will be required.
- Friendly, customer-centric approach
- Excellent written and verbal communication skills
- Attention to detail
- Strong organizational skills
- Excellent leadership and interpersonal skills
- Flexibility to work outside of regular business hours to respond to customers working in other time zones
- Strong computer skills including G Suite, Slack, HubSpot
- Preference will be given to candidates with electrical engineering knowledge, education and/or experience
- Prior experience in construction is an asset
- Prior experience in the concrete industry is an asset
- Spanish or French language skills are an asset

Our ideal candidate has strong technical troubleshooting, diplomacy and customer service skills.

## Our Workplace

Our head office is in Toronto, Ontario, located at Dupont and Dovercourt in a historical industrial building that is open concept with 40-ft ceilings and lots of natural light. Free parking provided on-site and easily accessible via transit. We're steps from Geary Avenue's bakeries and breweries and close to The Junction.

Our head office, engineering and assembly is in Toronto. We also have remote offices and team members in British Columbia, Colorado, and Florida.

<https://exacttechnology.com>

*EXACT is committed to creating an inclusive environment where all team members and clients feel like they belong. We seek applicants with a wide range of abilities and we provide an accessible candidate experience. If you need accommodation let us know.*