



Career Opportunities at Avid Life Media

Avid Life Media Inc. is a leading social entertainment company that operates some of the most vibrant dating communities on the web. Are you looking for a challenging new career opportunity in a vibrant and fast growing company? Are you an individual who can work independently and within a team environment; comfortable juggling multiple projects; and delivering against tight-deadlines in a fast-paced work environment? If yes, then a career with Avid Life Media may be the perfect fit!

Our offices are conveniently located on the Yonge subway line at Yonge/Eglinton. We are currently looking for great people to fill the following key positions within the organization. If you feel you have the required skills and experience to be successful in one of these positions, we would love to hear from you!

CUSTOMER SERVICE REPRESENTATIVE (German/English)

We have an immediate full time employment opportunity for a bilingual **Customer Service Representative (German/English)**, responsible for serving our many current and potential new customers by email and telephone, dealing with member inquiries, complaints, processing transactions and moderation of the site content to ensure compliance with our policies. To be considered for this position, **fluent German and English language communication skills are mandatory**. Your main responsibilities will include:

- Respond to calls from members, answering their questions and resolving any issues they have
- Provide support to members by responding in a timely and complete manner to their email inquiries
- Collect and apply payments to member's profiles
- Moderate the site for content and fraud, where needed, carry out the appropriate corrective actions
- Respond to voicemail from members and potential members
- Work independently and actively participate within a team work environment
- Flexibility to work weekends, holidays and evening shifts as staffing schedules require.

Experience & Qualifications:

- Previous CSR experience is an asset but not required
- Ability to effectively communicate both verbally and written in German & English is essential as this position will be dealing directly with our international German speaking customers



- Fluent Swiss German language skills is a preferred asset but not required
- Excellent telephone communication skills and mannerisms
- Exceptional conflict resolution, negotiation, and objection handling skills
- Ability to multi task and work in a fast paced environment
- Strong organizational skills
- Attention to detail and good trouble shooting skills
- Ability to work with minimal supervision
- Above average computer and Internet skills, particularly with typing and working knowledge with various Internet browsers
- Flexibility to work weekends, holidays and evening shifts as staffing schedules require.

Qualified candidates should send a resume and cover letter (in the same document) identifying your relevant knowledge & experience to hr@avidlifemedia.com. In the e-mail subject line please reference "**CSR – German/English**".