



## A little bit about us

Virox® Technologies Inc. is a leading research and manufacturing company, dedicated to arming the entire spectrum of global markets concerned with infection control and biosecurity with state-of-the-art, patented, Accelerated Hydrogen Peroxide® (AHP) technology. We are based in Oakville, Ontario and are committed to fighting the war against microbes! Designing revolutionary, sustainable, and safe disinfectants excites us. So does innovating, formulating, educating and being... deliberately different!

We like to work hard, play hard, and challenge the status quo. We are constantly seeking new ways to transform ourselves and our role in disinfection and are currently on the lookout for a Customer Success Coordinator that shares our passion for safety, biosecurity, infection control, sustainability, outstanding service, and education.

If you're someone that likes to work hard, play hard, is a self-starter that values team work and finds the fight against microbes fascinating, keep reading. This could be a great partnership for both of us.

## The Customer Success Coordinator

As the first line of contact for our customers, you thrive on ensuring all questions and concerns, no matter how big or small, are addressed as smoothly as possible using the tools available and suggesting new tools to make the customer service experience as rewarding as possible.

## A day in the life of a Customer Success Coordinator at Virox might include...

- Supporting our customers with all inquiries received via online forms, email and/or phone.
- Reporting on key customer service metrics, analyzing and using data collected from customer inquiries to improve commercial team efforts and performance.
- Working with the team to find ways to efficiently address common or frequent inquiries.
- Managing, maintaining and updating HubSpot and HubSpot processes to improve efficiencies.
- Creating purchase orders and preparing commercial department expenses for submission to Finance for processing.
- Pitching in with projects and tasks, as they come up.

## Does this sound like you?

- You have a university degree or college diploma in marketing, business, or other relevant program.
- You have at least 2 years of experience in customer service, marketing, sales, or a combination of experience. Experience working in a science-related industry is considered an asset.
- You are outgoing, love helping others, sharing your knowledge and communicating both over the phone and by email.
- You enjoy all things science and are looking for a technical role that challenges your thinking.
- You keep moving ahead, no matter what happens.
- You thrive in a fast-paced environment and find that a little bit of pressure helps you yield your best results.
- You love building processes and finding efficiencies excites you.

## What's in it for you?

- A chance to be a part of a team that loves to have fun, innovate, educate, and formulate.
- An opportunity to experience something deliberately different, while continuing to grow, develop, and learn new things.
- Years filled with good times and fun memories, as brought to you by our very own entertainment committee.

## Want to join the adventure?

If so, then tell us a little bit about what makes you deliberately different, by forwarding your resume to: [jobs@virox.com](mailto:jobs@virox.com).

*Virox Technologies Inc. is committed to providing accommodation for individuals with disabilities. Accommodation will be provided upon request in all parts of the hiring process as required in accordance with the Virox Technologies Inc. Accommodation Policy. Candidates requiring accommodation are asked to make their needs known in advance. We sincerely thank all applicants who express an interest in this role; however, only those candidates being directly considered will be contacted.*