

Position: Customer Care Support Specialist

Company: Gatekeeper Systems Inc.

Location: Abbotsford, BC

Type: Full Time - Permanent

Who We are:

Building Safer & Smarter Communities

Gatekeeper Systems Inc. (Gatekeeper) is a leading provider of intelligent video and data solutions designed to provide a safer transportation environment for children, passengers, and public safety personnel on multiple transportation modes. The Company uses AI, video analytics, thermal cameras, and mobile data collectors to inter-connect public transit assets as part of intelligent transportation systems in a Smart City ecosystem. The Company is at the forefront of innovation and is utilizing new technologies to make cities more efficient and safer, such as its Automated Lane Enforcement solution for transit buses (ALE™). The Company's video and data solutions and its Platform-as-a-Service (PaaS) business model are enabling the transformation of transportation systems into intelligent transit and Smart Cities.

As an innovative technology company located in the heart of the beautiful Fraser Valley in Abbotsford, BC, this dynamic and fast-growing organization offers a unique blend of leading-edge technology and expanding career opportunities in a collaborative, team-based environment. Join us and you'll work with seasoned professionals and engaged new talent on challenging and rewarding value-driven projects.

Gatekeeper is listed on **TSX-V:GSI** and **OTC:GKPRF**. For more information on the company, check out our website www.gatekeeper-systems.com

The Position:

We are seeking a motivated and skilled Customer Care Support Specialist to join our team. As a Customer Care Support Specialist, you will be the frontline interface between our company and our valued customers, providing exceptional technical support and assistance to ensure their seamless experience with our products/services.

Key Duties and Responsibilities:

- Respond promptly and efficiently to customer inquiries via phone, email, chat, or other communication channels.
- Diagnose and troubleshoot technical issues reported by customers, providing accurate and timely solutions.
- Guide customers through step-by-step processes to resolve technical problems.
- Collaborate closely with other internal teams to escalate and resolve complex issues.
- Document customer interactions, issues, and resolutions using our CRM system.

- Occasional travel to customer locations for on-site troubleshooting, repairs and installations
- Identify recurring issues and contribute to the development of comprehensive solutions.
- Maintain a high level of product knowledge to effectively assist customers and offer proactive support.

Education and Qualifications / Experience:

Candidates should have at least 2 to 3 years of experience in a product development environment with a background in electronics, networking or computers, a valid passport, driver license and ability to travel to the US and in Canada.

Must haves include:

- Certification or Diploma in electronics, networking or computer related field.
- Previous experience in technical/customer support or a similar role.
- Previous experience installing and repairing video surveillance systems, alarm systems, networking equipment.
- Familiarity with installing GATEKEEPER system hardware would be ideal.

Non-technical Competencies:

Ideally you will have excellent team player, interpersonal and written communication skills, be a self-starter and able to work with minimal supervision and to tight deadlines. Key to success in this role will be the ability to think analytically and problem solve effectively, put the customer's needs first and communicate respectfully utilizing patience and empathy.

Benefits:

Imagine working for a company where you can learn, grow and make a difference in an easy to access location with free parking, close to all the amenities of Vancouver, BC but away from the urban crush. In addition, we offer a diverse and equal opportunity workplace plus:

- A competitive salary package
- Extended health, dental and vision coverage
- Travel, life and illness insurance
- Career growth opportunities through mentoring, supported professional development and respectful feedback
- A casual work environment
- Successes celebrated with social events and fun activities
- Flexible work schedule
- A collaborative and inclusive work environment

Salary range:

- \$45,000.00 to \$65,000.00 depending on experience.

How to apply:

If you are passionate about technology, customer satisfaction, and want to be part of a really great team, we encourage you to apply for this exciting opportunity to contribute to our company's success.

Qualified applicants can reply to this job posting or via email to careers@gatekeeper-systems.com quoting the job title in the subject line.

Gatekeeper Systems is an equal opportunity employer. While we thank all interested candidates only those who are short-listed will be contacted for this position.



OFFICE

31127 Wheel Ave #301
Abbotsford, BC, V2T 6H1



PHONE

+1 604 864 6187



WEBSITE

www.gatekeeper-systems.com