



## Customer Support Representative (01-EPC-18)

Location: Toronto/Vancouver

● Career Development ● Exciting Challenges ● Great Opportunities

Full Time/ Permanent

Are you looking to join a dynamic organization with an opportunity to learn? Entertainment Partners Canada Inc. (EP Canada) offers a competitive base salary plus annual bonus potential, excellent vacation, sick, medical, dental and vision coverage, and an annual professional development program.

EP Canada is the leading provider of financial services to the entertainment industry in Canada. We provide financial services to the Motion Picture, Television and Commercial industries along with production management and accounting software.

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### What you will do as a Customer Support Representative:

1. Performs remote installations, trouble-shoots and provides general support to Clients on EPOL, VISTA, EPLive and SQL software;
2. Ensures shows are set up to the requirements of the start sheets;
3. Follow up on client inquiries to ensure satisfactory resolution of matters;
4. Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken;
5. Communicate efficiently and disseminate information to all appropriate levels within the company;
6. Escalate issues to the Manager, National Customer Support as they arise during communication with clients;
7. Provides training for Clients on the use of Vista software; and
8. Performs other related duties as assigned by the Manager, National Customer Support.

### What you should bring as a Customer Support Representative:

#### Essential

- Training in computer systems, experience with MS operating systems and products or an equivalent combination of education and experience;
- Advance level skills in MS Excel and Access;
- Understanding of accounting principles and concepts;
- Background in customer service;
- Excellent communication skills, and telephone manner; and
- Ability to work well, both independently and as part of a team.

#### Desirable

- Previous experience with trouble-shooting and Level One Computer Help Desk.
- Previous experience with Classic Vista, Vista Exchange or Global Vista production accounting software.

- Familiar with EPOL software.

**Hours of Work:**

The hours of work are 8 hours per day, Monday to Friday. Some overtime may be a requirement of this position.

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**What we promise:**

Our Mission Statement: "To impart confidence & peace of mind by delivering an exceptional client experience."

Our Values:

1. We act with honesty & integrity;
2. We are dependable;
3. We work as a team while always achieving excellence at an individual level; and
4. We innovate and continuously improve.

**Interested? How to apply:** Candidates should submit their cover letter and resume to:

**Human Resources Manager**  
**Entertainment Partners Canada**  
**Competition No. 01- EPC-18**  
E-mail: [jobs@epcanada.com](mailto:jobs@epcanada.com)

*As only short-listed candidates will be contacted, we thank you in advance for your interest in EP Canada.*