

## Customer Experience Quality Specialist

*Holland Landing, Ontario*

### About Us

Inscape has supported the evolution of the workspace since 1888. A versatile portfolio of systems, storage, walls and seating products addresses the diverse needs of today's office with solutions that stand the test of time – built to last and inherently flexible. Dedicated to delivering innovative solutions with care and expertise, Inscape is here to help you make life at work better.

### About the Role

The Customer Experience Quality Specialist is the conduit between Customer Service and other functional disciplines to resolve field complaints and lead initiatives to improve our customer experience.

### Primary Tasks & Responsibilities

- Work closely with cross functional teams to resolve field complaints in the least disruptive manner to customers, and at the total lowest cost to Inscape.
- Solicit feedback from Field Application Specialists and Field Sales regarding customer experiences that are not necessarily documented through the formal complaint process (FQR).
- Analyze field complaint data to identify opportunities for improvement.
- Lead meetings with cross functional leaders to improve customer experience by reducing or eliminating recurring issues.
- Creating and updating business metrics.
- Back-up role for other Quality disciplines.

### Knowledge, Skills, Abilities & Education

- University degree in business or equivalent work experience.
- Ability to investigate situations by gathering information from users to develop practical solutions to solve problems.
- Detailed, well organized and ability to multi task.
- Strong problem solving skills and ability to utilize basic problem solving tools.
- Strong written and verbal communication skills.
- Ability to influence positive change with multiple departments to impact business processes.
- Excellent knowledge of all business areas in an ISO manufacturing environment
- Working knowledge of Microsoft Office.
- Ability to work at a fast pace under time pressure.

If you have the qualifications for the above position and are interested in joining a team oriented progressive company with excellent benefits, please submit your resume for consideration to [careers@inscapesolutions.com](mailto:careers@inscapesolutions.com).

We thank all applicants for their interest, but advise that only those selected for an interview will be contacted.

**Inscape values employment equity and is an equal opportunity employer.  
Inscape will provide reasonable accommodation to applicants with disabilities.**