

# WE'RE HIRING!



## Customer Relations Manager - Toronto

Dominion Voting is searching for a passionate and dedicated **Customer Relations Managers** to join our team in Toronto! This position will be responsible for providing world-class customer service to our customers in order to achieve our core purpose of delivering solutions for the advancement of fair, accessible, and secure elections! You will problem solve, collaborate, create and improve processes, and make our customers successful in the execution of seemingly impossible tasks!

### Responsibilities

- Manages day-to-day product, service issues and customer needs via telephone, remotely, or on-site
- Collaborates with project teams and our customers to define project timelines and resources
- Works with and supports project teams in addressing and resolving issues to clients' satisfaction
- Works with customers to define ballot requirements to support pre-election programming
- Provides pre-election & post-election testing, election equipment maintenance and support
- Supports Sales in the fulfillment of sales by preparing customer quotes, orders and invoicing
- Trains customers on our products, testing, and, election day support activities
- Trains, recruits and supervises temporary staff to meet contractual requirements
- Performs data analysis, creates reports and identifies mitigation strategies for risks
- Participates in budgeting and cost reporting for new implementations and ongoing services
- Understands the requirements for use of an election system within your territory
- Participates as part of a team defining requirements, preparing and testing certification projects

### Qualifications

- Bachelor's Degree in Computer Science, Information Technology, Business Administration or related
- 5+ years of experience involving customer relations management and project management
- Strong IT and technology knowledge and skills; both with software and hardware.
- Exceptional project management skills and experience managing a technology implementations.
- A customer-centric philosophy and approach to problem solving and delivery.
- Previous elections industry experience is preferred
- Excellent verbal and written communication skills along with good presentation skills.
- Outstanding organizational skills to include multi-tasking and time management skills.
- Ability to work effectively either independently and/or within a team.
- Ability to analyze problems, identify potential solutions and then resolve the issues
- Capability to deal with frequent changes, delays and/or unexpected events
- Willing to undertake new responsibilities, as business needs change
- Willingness to, at times, to work unconventional hours (more than eight hours a day, at night and on weekends).
- Ability to travel, as needed, up to 40% of the time.

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