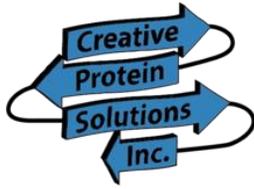


Creative Protein Solutions

Company Contact:

Tyler Desormeaux
Business Development Manager
(403) 608 2564
tdesormeaux@creativeproteinsolutions.com
3655 36 St NW, Calgary AB Canada, T2L 1Y8

Company Logo



Company Bio:

Creative Protein Solutions is an animal diagnostic start-up company based in Calgary, Alberta. The company is currently focused on the launch of our first product to market, named 'Calciulate'. This product is the first of many on-farm diagnostics in our product pipeline that will allow dairy producers to test their cows easily and rapidly for various diseases. We are currently looking for a skilled Customer Success & Outreach Associate, directed towards a current post-secondary student with a strong background in customer service, online marketing, and business development. With the support of our team, the successful candidate will be responsible for handling customer inquiries, developing content for posting on social networks, generating new business leads, and contributing to the success of our product launch over the next few months.

More information about the company: www.creativeproteinsolutions.com

Please send resumes to the contact listed above.

We thank all applicants, however, only candidates selected for an interview will be contacted.

Job Title: Customer Success & Marketing Internship (36hrs/week, 4-month contract – potential for extension)

Job Description:

- Respond immediately to questions and requests from new and existing customers through phone, live chat, and email.
- Participate in on-boarding new users and companies, support current customers, host webinars, and reach out for feedback.
- Build a knowledge base of FAQ's and document all feedback and recommendations from our customers, ensuring the integrity of that data to help shape future decisions.
- Be a liaison for customer feedback to the rest of our team.
- Develop engaging content and post it on our social media pages to increase our reach and following on various platforms.
- Plan and implement a marketing/advertising strategy with measurable KPIs.

- Develop new customer leads through online and direct marketing efforts. Maintain and contribute to our customer database/sales funnel.

Skills & Qualifications:

Qualifications:

- Knowledge of the dairy industry/farming a must.
- Working toward a degree in marketing, communications, veterinary medicine, or equivalent, preferably with a mix of experience in farming, sales, and/or customer service.
- Experience with online marketing on social media platforms, including LinkedIn, Twitter, and Facebook.
- Experience in developing high quality postings that maximize customer engagement.
- Willingness to pick up the phone relentlessly for both inbound customer service calls and for outbound customer outreach calls. Not afraid of cold calling.
- Experience with design verification testing and test methods.
- Previous experience in a customer facing role is considered an asset.

Skills:

- Strong verbal and written communication skills. Bilingualism (English & French) considered an asset.
- Strong interpersonal skills, a genuine people-person.
- A knack for succinct, effective communication through content development (including but not limited to copywriting, graphic design, blog posting, etc.).
- A proven self-starter who can think for themselves and complete high-quality work under minimal direction.
- Creative in nature, proven by an ability to communicate the complexities of technology in a simple way.
- High attention to detail and an understanding of the dairy industry.
- Ability to work effectively in a team setting and bring your own ideas to the table.
- Critical thinking and objectiveness.