Yardstick Inc. is a full-service solution provider for Associations, Academic, and Government buyers. We are a dynamic, fast-growth company that values great personalities and strong skill sets. If you are interested in working with us, review the opportunity below and contact us to see how you can become part of our team.

Title: **End User Support Administrator**

Classification: **Full – Time**

Hours: **8:30 AM – 5:00 PM (Monday to Friday)**

Date: **July 22, 2010**

As a key contributor to the positive experience of our platform's end users, the End User Support Administrator utilizes technical capabilities, multi-tasking skills, and organizational abilities to provide direct solution support to students, trades, lay-men, professionals, and the like.

Primary Role and Responsibilities

- Coordinate and execute proctored stakes exam bookings
- Serve as professional exam proctor for ProExams Exam Centre
- Provide platform support to end users via telephone and Yardstick's web-based support application
- Provide specific safety-related guidance to end users who have made or will make online e-commerce purchases
- Capture safety-related sales opportunities, when appropriate
- Provide administrative support to the safety-related business as required, including managing and executing incoming book orders and accommodating in-class training sessions
- General administrative tasks on an as required basis
- Other various tasks from time to time, as directed by senior management or their designate

Attributes of the Successful Candidate

- Willingness and ability to become an expert on the Yardstick platform
- Excellent inter-personal skills
- Proven ability to manage time and multi-task in an organized and dedicated fashion
- Competence in Microsoft Office and a variety of web browsers
- Demonstrated communication skills, both oral and written
- Customer service or support experience

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Compensation and Benefits

- Annual Salary: $40,000 - $45,000 (depending on experience and expertise)
- Access to company funded benefit program OR flex benefit program (after 3 months)
- 5 flex days (as approved by senior management or designate)
- 2 weeks annual vacation (Pro-rated for the first year)