



Kaboose is the largest independent, family-focused online media company in North America and one of the top-five most visited family destinations online. From pregnancy to parenting, birthday parties to scrapbooking, and entertainment to education, Kaboose has the content and applications to help parents plan and share their family life. Kaboose owns some of the world's leading online properties targeting families, including BabyZone.com, ParentZone.com, Kaboose.com, AmazingMoms.com, TwoPeasInABucket.com, BubbleShare.com; BirthdayInABox.com, Funschool.com and Zeeks.com.

Kaboose trades on the Toronto Stock Exchange under the symbol "KAB"

Two Peas was named the Top Internet Site and Top Internet Retailer in 2007 by readers of *Creating Keepsakes* scrapbook magazine for the fifth consecutive year. The three months ended December 31, 2006 marked the fourth consecutive quarter in which Two Peas received a Hitwise Top 10 Award, ranking in the top ten amongst all U.S. websites in the Lifestyle – Hobbies and Crafts category. Two Peas has ranked as the Number 1 site by Scrapbooking Top 50 for the last four years.

Location: **Middleton, WI.**

### **Internet Customer Service Representative, Two Peas in a Bucket**

#### **The Role:**

Two Peas in a Bucket is seeking to hire an experienced customer service representative / technical contact. This full time position will be directly responsible for customer contact and support. As the primary contact point for our site and community, performance will be measured on customer satisfaction and timely response to customer needs.

#### **Responsible for:**

- Answering and directing all phone calls.
- Sorting and assigning incoming support tickets.
- Sorting, directing and answering customer emails.
- Answering customer's questions about their orders.
- Helping customers install fonts on their computer.
- Updating and authoring Frequently Asked Questions (FAQs) on our site.
- Identifying ways to improve the site to remove recurring customer problems.
- Authoring standard responses to be used emails concerning common problems.

#### **Experience and Qualifications:**

- Computer Skills and comfort level must be at a level where candidate is comfortable with helping others.
- Excellent People Skills a must. Ability to tolerate difficult customers with patience and a persistently pleasant attitude.
- Ability to communicate clearly in English through writing and speech.
- A willingness and desire to learn new skills.
- Multi-tasking ability and excellent time management.
- Ability to maintain a consistent schedule. Reliability is key.
- Desire to be part of a growing team and company. Continual opportunity for advancement and career growth.

**Apply in confidence to:** [jobs@twopeasinabucket.com](mailto:jobs@twopeasinabucket.com)

**Salary & Benefits:** Competitive