# The Shopify Support Apprenticeship

The Support Apprenticeship is an intensive 3-month program with the opportunity to extend.



Shopify is hiring hundreds of Support Apprentices who will help digitize the country's businesses.

We're hiring Canadian youth between **ages 18-29**, who identify as belonging to at least one of the following groups: Indigenous youth, racialized youth, new immigrant and/or refugee youth, youth who identify as having a disability, youth in rural areas/remote communities, women & gender diverse youth, and youth who identify as LGBTQ+.

## Prepare yourself for Canada's digital workplace

**Help businesses transition online**
Use your skills to assist restaurants, gift shops, clothing stores, and countless other entrepreneurs to start, adapt, and grow their businesses.

**Gain new transferable skills**
Prepare with an intensive four-week training program covering ecommerce, the digital economy, customer support methods and everything Shopify.

**Build on newly found digital techniques**
Many will have an opportunity to continue working with Shopify, while everyone will be able to bring experience and knowledge to careers in the future.



## An opportunity to learn, grow and develop

**Apprentices will need:**
- Innate curiosity and a desire to learn
- Deep understanding and high-care for the things you engage in
- Motivation and drive - you see every challenge as an opportunity
- A quiet working space at home
- A stable internet connection with at least 25Mbps download speed and 10 Mbps upload. Not sure? You can **check your speed here**
- Availability to work full-time (40 hours per week) on a rotating schedule with varying shifts starting between 7:00 am - 11:00 am in your local timezone (includes weekends and holidays on a rotating basis).

## Working on our digital future

The Apprenticeship program is a three (3) month term, although dependent on the Apprentice's performance in the role, there may be an opportunity to obtain full time employment as a Customer Support Representative once the 3 month apprenticeship term has completed.

Apprentices enter into a paid 4 week training program starting on their first day. Mentoring and training will continue on-the-job throughout the term.

Apprentices will be provided all equipment necessary for the job, including laptop, headset, monitor and keyboard.

## Prepare yourself for Canada's digital workplace

**Is it virtual?**
Yes. Amidst the new reality that Covid has presented us, Shopify has committed to a **Digital by Default** future of work. The Support Apprentice role is 100% remote, from day one onwards.

**What additional requirements would potential participants need to have?**
In short, we are looking for folks who have a passion for helping people with an interest in working with businesses and tend to get deeply involved in the things they do, like communications, marketing, social media, entrepreneurship, problem-solving, design, or technology.

## Want to learn more about the Support Apprenticeship?

**Join us for an interactive webinar!**
Shopify is hosting an interactive webinar to provide more information about the Support Apprenticeship opportunity. We'll talk about #lifeatshopify, and have a panel discussion with folks on the current Support Apprentice team - experts who are ready to answer all the questions you may have about life as a Support Apprentice! Here are the preliminary details - more information to come!
- **Date:** Tuesday, August 4th, 2020
- **Time:** We will be offering two sessions
  - Morning session: 10:00AM EST - 11:00AM EST
  - Afternoon session: 1:00PM EST - 2:00PM EST
- **Location:**
  - We will be hosting the webinar on the **Zoom platform - Dial-in and URL link to be provided shortly**
  - **Requirements**: either a phone, or a computer. Web cameras are optional.
  - **Accessibility**: Participants will have two options to participate:
    - **Phone**: a dial-in phone number
    - **Video**: a Google meet URL to connect via a web browser (participants are welcome to either keep their video on or off!)
    - **Captions:** will be offered
    - **Recording**: The sessions will be recorded