

## MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	CUSTOMER SERVICE REPRESENTATIVE
JOB NUMBER	4072
NUMBER OF POSITION/S	3
NOC CODE	6552
CLOSING DATE	2021-10-29
LOCATION	Downtown
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	TBD
HOURLY WAGE RANGE	\$14.11 - \$14.11
JOB TERMS	Part Time
JOB DESCRIPTION	<ul style="list-style-type: none"> <li>- CSR is the primary point of contact for the public to either request or receive information regarding services provided by the employer.</li> <li>- Reporting to the Team Leader, the Customer Service Representative (CSR) responds to customer inquiries or provides information via telephone, fax, mail, social media, and web mail.</li> </ul>
JOB DUTIES	<ul style="list-style-type: none"> <li>- As corporate ambassadors, CSRs perform the following duties; access data bank to investigate and resolve incoming requests for service/information, refer or directly transfer to municipal and non-municipal resources, thoroughly and accurately document all customer service requests or reports.</li> <li>- Deal directly with the public by responding to incoming calls, emails, mail and social media interactions</li> <li>- Search the computerized knowledge base to locate and link to relevant information to respond to public inquiries and provide information or resources as required</li> <li>- Relay information to customers in a courteous and professional manner</li> <li>- Enter the required information into the data base and generate service requests for the appropriate departments</li> <li>- Document all customer service requests or reports, thoroughly and accurately, as required to track incoming calls</li> </ul>
QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none"> <li>- Grade 12 graduation or equivalent</li> <li>- Some experience providing courteous and professional customer service</li> <li>- Previous contact centre experience is an asset</li> <li>- Demonstrated respect for diversity with a commitment to providing respectful and inclusive customer service</li> <li>- Strong computer and website navigation skills and the ability to quickly learn various databases and applications in a multi-tasking environment</li> <li>- Fluency in English with a demonstrated ability to speak clearly, calmly, and professionally</li> <li>- Fluency in French with a demonstrated ability to speak clearly, calmly, and</li> </ul>

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<b>QUALIFICATIONS, REQUIREMENTS &amp; SKILLS</b>	professionally is an asset - Excellent written communication skills - Excellent listening, reading and comprehension skills
<b>APPLICATION PROCESS</b>	Send targeted resume Apply through your CC
<b>APPLICATION DETAILS</b>	Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.
<b>JD</b>	Norm Mayer