

# EXCELLENT JOB OPPORTUNITY IN FORT FRANCES

## CUSTOMER CARE REPRESENTATIVE

**Organization:** Ministry of Government and Consumer Services

**Division:** ServiceOntario - Retail Branch – Fort Frances

**Job Term:** 1 Temporary contract up to 1 year with possible extension

**Job Code:** 95423 - Customer Service Rep 2 **Salary:** \$24.96 - \$28.94 Per Hour\*

**Address:** 922 Scott Street, Fort Frances

**Job ID:** 136039

**Posting Period:** Monday, May 6, 2019 - closing May 21, 2019

- This position is Irregular On-Call and the hours of work can range from 0 to 36.25 hours per week.
- Entry level applicants will be hired at the Customer Service Representative 2 Training level and the salary will be \$23.41 per hour.

At **ServiceOntario**, we are committed to providing the citizens of Ontario with fast, friendly and easy access to Ontario government information and services - online, in person and by phone. Our vision is to make Government better through service excellence and innovation. Our Mission is to design and deliver excellent services and solutions and to champion service delivery transformation. If you strive to provide customers with a positive service experience and thrive in a fast-paced, team driven environment, then a career as a Customer Care Representative may be for you!

### What can I expect to do in this role? You will:

- provide quality in-person, front counter customer services by providing timely and accurate information related to government programs, products and services in a retail and customer service oriented environment;
- provide interpretation of guidelines, directives and procedures;
- provide guidance and support to customers in completing documents and forms, and in the use of public access workstations (i.e., online small business registration);
- provide guidance and support to customers experiencing problems accessing or obtaining specialized information, and refer to the appropriate program area or organization for resolution;
- process business and individual customer transactions accurately by determining eligibility and required documents, for multiple government programs and update electronic databases simultaneously;
- collect and process payments, issuing refunds, and reconcile payments with transactions;
- maintain administrative files.

### How do I qualify?

#### Problem Solving and Analytical Skills:

- You have experience providing customer services, ability to respond to inquiries, provide advice and information, in a high-volume environment.
- You are a clear, concise oral communicator and can ask appropriate questions to better understand customer inquiries before responding.
- You have written communication skills to prepare correspondence.
- You have interpersonal skills to interact with the public and resolve customer complaints.

### **Problem Solving and Analytical Skills:**

- You have analytical and problem-solving skills to probe for information, assess situations and determine appropriate course of action.
- You can analyze information to determine the underlying needs of the customer beyond those that may have been initially expressed.
- You have good judgement and tact when interacting with customers.

### **Team Work and Organizational Skills:**

- You can work in a team environment and ensure that operational requirements are being met.
- You can interact with other team members to discuss varying points of views, ideas and opinions to help make decisions.
- You have planning and organization skills to organize and prioritize workloads while maintaining efficiency and accuracy.

### **Relevant Knowledge:**

- You have the ability to learn and process government services and programs at the municipal, provincial, and federal level.
- You have the ability to conduct research and apply relevant legislation, regulations and guidelines i.e. Freedom of Information and Privacy Act, Citizenship and Immigration Canada guidelines, etc.) in order to support the accurate completion of forms and transactions.

### **Financial and Administrative Skills:**

- You have experience handling cash, and operating cash registers and point of sale machines to process monetary transactions.
- You can accurately calculate fees, collect money, balance floats, prepare deposits and reports.
- You have administrative skills and can accurately maintain filing systems.

### **Computer Skills:**

- You are proficient with word processing, spreadsheet, database, email and internet applications.
- You have experience using computers (i.e. Internet, databases, and electronic manuals) to research, retrieve and summarize information.

## **HOW TO APPLY:**

1. You must apply online by visiting [www.ontario.ca/careers](http://www.ontario.ca/careers)
2. You **must enter** the job id number **136039** in the **Job ID search field** to locate the job ad.
3. Your cover letter and resume combined should not exceed five (5) pages. For tips and tools on how to write a concise cover letter and resume, review the [Writing a Cover Letter and Resume: Tips, Tools and Resources](#).
4. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, you must show how you demonstrated the requirements for this job. We rely on the information you provide to us.
5. Read the [job description](#) to make sure you understand this job.
6. If you require a disability related accommodation in order to participate in the recruitment process, please [Contact Us](#) to provide your contact information. Recruitment Services staff will contact you within 48 hours.