

## Customer Service Representative (*permanent, full-time*)

---

### ABOUT THE POSITION

Join SkilledTradesBC and be part of a highly engaged organization that is named one of BC's Top Employers and certified Great Place to Work!



The Customer Service Representative (CSR) provides exceptional customer experience to all SkilledTradesBC customers and stakeholders. This is completed by addressing questions and concerns through incoming calls, emails and faxes. Additional requirements include interacting with clients at the front desk, updating client information in our electronic databases, general data entry and liaising with internal departments through our client record system.

If you are passionate about helping people, a multi-tasker and tech-savvy, then this just may be the perfect fit for you!

### RESPONSIBILITIES/ACCOUNTABILITIES

#### *CUSTOMER CARE:*

- Assists employers, trade workers and training providers, by utilizing the public website and internal client management systems to provide guidance and anticipate next steps
- Assimilates program outline changes and various governing body guidelines
- Provides guidance and information on complex programs and pathways to certification
- Guides and assists apprentices, sponsors and challengers with their online accounts as required
- Worked closely with customer leadership teams and fellow CSRs in soliciting input and policy clarification when required
- Answer public inquiries on SkilledTradesBC social media platforms

#### *ADMINISTRATION:*

- Creates and maintains contacts in database systems by updating their address, phone and emails on file
- Establishes a case history by creating or updating cases on individual and organization files, summarizing calls in Customer Relationship Management (CRM) system
- Maintains records in CRM system by identifying and correcting duplicates, spam and reporting errors
- Reviews and processes multiple types of SkilledTradesBC documents received from external stakeholders, communicating when paperwork re-submission is required

#### *SUPPORT:*

- Supports the exam team by taking requests via phone and email, ensuring that they are able to write the exam and ultimately forward for scheduling

- Supports Youth registration in the Youth Train in Trades Program
- Routes challenge applications and follows up with challenge department when further information is required
- Forwards emails relating to other departments when received in the CS inbox
- Communication systems errors and troubleshoot customer portal to the IT department

## EDUCATION/EXPERIENCE

- Highschool diploma or equivalent is required
- Previous customer facing service experience is an asset
- A client focused approach is required to perform all aspects of the position successfully
- Active listening skills with the ability to advise and provide guidance to customers is required
- Strong ability to learn and adapt to changing priorities and information and the ability to communicate this information clearly
- Able to learn and adapt to changing priorities and information and be able to communicate this information to customers effectively
- Software savvy and strong knowledge of systems and customer interface platforms such as Dynamics 365 (D365) is required; other CRM software experience is an asset
- Experience in a policy and/or legal based environment is as asset
- An average typing speed of 50wpm or higher would be beneficial
- Excellent command of the English language is required; knowledge of a second language is an asset.
- Strong competencies are required in the following areas:
  - Communication, both verbal and written
  - Problem solving
  - Critical thinking
  - Attention to detail and accuracy
  - Ability to multitask
  - Ability to work as a supportive team member as well as demonstrate autonomy

## WHO WE ARE

SkilledTradesBC is a crown agency that is responsible for leading and coordinating the skilled trades training and credentialing system for the province. SkilledTradesBC provides strategic leadership, policy support and customer services to help apprentices, employers and industry. SkilledTradesBC sets program standards, maintains credential records and issues the highly regarded Interprovincial Red Seal and B.C. Certificate of Qualifications (C of Q) credentials.

## COMPENSATION

Salary Band A: Starting from \$47,637

SkilledTradesBC offers a highly competitive benefits package and perks which include:

- Hybrid work schedule, floater days, and a 37.50-hour work week
- Eligible for pension contributions
- Lifestyle Spending Account, on-site gym
- Extensive Extended Health and Dental Plans that are 100% employer paid

## HOW TO APPLY

If this sounds like you, we look forward to hearing from you! **Submit your cover letter and resume (PDF format) by the closing date on our careers page by email to [humanresources@skilledtradesbc.ca](mailto:humanresources@skilledtradesbc.ca). Be sure to include your name and the position you are applying for in the subject line**, or your application may not reach the appropriate person.

*At SkilledTradesBC, we are committed to diversity and inclusion to ensure that everyone can be their best, authentic self at work. We strive to remove barriers that affect marginalized communities in our recruitment processes. We encourage all qualified applicants to apply.*

*We kindly ask that applications be sent by email only – no fax or mail applications – and we ask for no phone calls please. Due to the high number of applications the SkilledTradesBC receives, only applicants who are selected for an interview will be contacted.*

*SkilledTradesBC currently operates in a hybrid work environment which encompasses working remotely and in-office.*