

JOB POSTING DETAILS

Job Title	Customer Care Representative (Bilingual)	Job Type	NA
Job ID	3115	Duration	1 Bilingual Temporar
Date Posted	November 22, 2021	Location	Elliot Lake
		Closing Date	January 31, 2022

Job Overview - Description & Duties

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 the 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, determine that eligibility requirements are met, and obtain required documents

collect and process payments, issue refunds, and reconcile payments with transactions

maintain files and electronic database systems

produce a variety of reports and correspondence

Required Skills

Customer Service and Communication Skills

You have experience providing in-person, front counter customer service responding to inquiries, providing advice and information, and resolving customer issues 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 exceptional interpersonal skills to interact with the public and resolve customer complaints

Problem Solving and Analytical Skills

You have demonstrated analytical and problem-solving skills to probe for information, assess situations and determine the appropriate course of action

You can effectively analyze information to determine the underlying needs of the customer beyond those that may have been initially expressed

You demonstrate judgment and tact when interacting with customers

Collaboration and Organizational Skills

You have flexibility and collaboration skills to effectively work in a team-driven environment and ensure that operational requirements

are being met

You can interact with other team members to discuss varying points of view, ideas, and opinions to help make decisions

You have planning and organization skills to organize and prioritize workloads

Relevant Knowledge

You have general knowledge of government services and programs at the municipal, provincial, and federal level

You have demonstrated the ability to reference, research, and apply relevant legislation, regulations, and guidelines (e.g. where applicable, 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. Intranet, Internet, databases, and electronic manuals) to research, retrieve and summarize information

1 Bilingual Temporary, duration up to 12 months, 50 Hillside Dr. N, Elliot Lake, North Region, Criminal Record Check

Other Requirements

NA

How to Apply

1. You must apply online by visiting www.ontario.ca/careers. You must enter the job id number 173146 in the Job ID search field to locate the job ad.
2. 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.
3. 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.
4. Read the job description to make sure you understand this job.
5. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
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.

Please be advised that the results of this competition may be used to form an eligibility list of qualified candidates to potentially fill future vacancies represented by the Ontario Public Service Employees Union (OPSEU). In accordance with the Collective Agreement, eligibility lists are shared with OPSEU representatives. By applying to this competition, you are providing consent that your name may be shared with OPSEU representatives.

All external applicants (including former employees of the Ontario Public Service) applying to a competition in a ministry or Commission public body must disclose (either in the cover letter or resume) previous employment with the Ontario Public Service. The disclosure must include positions held, dates of employment, and any active restrictions as applicable from being rehired by the Ontario Public Service. Active restrictions can include time and/or ministry-specific restrictions currently in force and may preclude a former employee from being offered a position with the Ontario Public Service for a specific time period (e.g. one year), or from being offered a position with a specific ministry (either for a pre-determined time period or indefinitely). The circumstances around an employee's exit will be considered prior to an offer of employment.

Remember: The deadline to apply is Tuesday, December 7, 2021, at 11:59 pm EST. Late applications will not be accepted.

We thank you for your interest. Only those selected for further screening or an interview will be contacted.