



## Customer Service Representative (Permanent, Full Time)

### ABOUT THE POSITION

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



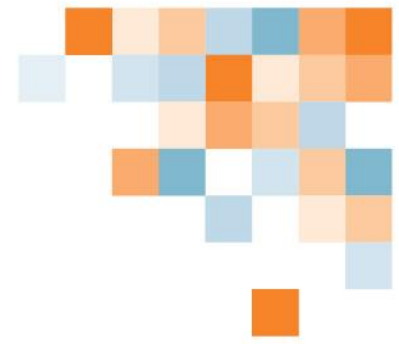
If you are passionate about helping people, a multi-tasker and tech-savvy, then this just may be the perfect fit for you!

The primary purpose of this role is to provide an exceptional customer experience to all ITA customers and stakeholders. Bring your outstanding people skills to our dynamic team where we embrace innovative spirits, mutual respect, the opinion of others and a fun culture. Imagine a job where your day-to-day contribution ends with a feeling of making a difference in peoples' lives. The customer service team interacts with apprentices, trainees, sponsors, training providers and other stakeholders via phone, email, and walk-ins researching and resolving inquiries as well as entering & maintaining individual's records in British Columbia's skilled trades system.

The position reports to the Manager, Customer Support and does not have any direct reports.

### RESPONSIBILITIES/ACCOUNTABILITIES

- Respond to phone, email and walk-in inquiries from apprentices, trainees, sponsors, training providers and other stakeholders.
- Consistently meet or exceed established metrics.
- Adopt and demonstrate ITA's Core Competencies daily.
- Enter and maintain accurate information in the apprenticeship registry (Direct Access) including:
  - Register apprentices and sponsors
  - Maintain apprentice and sponsor records
  - Record document assessments
  - Process requests for credit for prior work experience and/or technical training
  - Process exam and challenge applications
  - Process requests for work-based training hours, issue transcripts, progression letters and exam results
- Achieve and maintain established service levels, goals and objectives pertaining to:
  - Registrations
  - Work-based training requests



- Phone calls
- Emails
- In-person clients
- Record all customer interaction:
  - Create a case in CRM system for each customer interaction
  - Correctly classify the case to correlate it to the correct apprentice record in DA
- Perform other related duties and participate in special projects as assigned by Manager, Customer Support.

### **EDUCATION/EXPERIENCE**

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- Focus on delivering exceptional customer service.
- Call center experience is an asset.
- Proficient experience with MS Office programs and the internet is required.
- Excellent command of the English language is required; knowledge of a second language is an asset.
- The ability to use computer applications to enter and retrieve data accurately and process information efficiently is necessary.
- The ability to work with clients from diverse backgrounds in a courteous, professional, and confidential manner is necessary.
- The ability to recognize a problem quickly and effectively, determine the cause, take appropriate action and follow-up is necessary.
- Strong competencies are required in the following areas:
  - Ability to learn and retain a large amount of complex information
  - 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
  - Ability to quickly adapt to changing priorities
- A combination of education and/or sufficient experience is necessary to perform all aspects of the position successfully.

### **COMPENSATION AND BENEFITS**

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Salary Band 1: \$41,388 - \$52,159

The ITA offers a highly competitive benefits package and perks which include:

- Healthy Living Program
- Extensive Extended Health and Dental Plans that are 100% employer paid
- Eligible for pension contributions
- Professional Development Plan

## WHO WE ARE

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

## HOW TO APPLY

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If this sounds like you, we look forward to hearing from you! **Submit your cover letter and resume by email before the closing date listed on our careers page to [HumanResources@itabc.ca](mailto:HumanResources@itabc.ca).** All applicants will receive an emailed response confirming receipt of their submission.

*We kindly ask that applications be sent by email, and we ask for no phone calls and/or in-person applications. Due to a high number of applications the ITA receives, only applicants who are selected for an interview will be contacted.*

*ITA is committed to providing a healthy and safe environment for all its employees and recruitment candidates. With that, our hiring process will occur in a virtual environment. We sincerely thank all applicants for their interest to join ITA.*

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

*ITA is committed to providing a healthy and safe environment for all its employees and recruitment candidates. The ITA has implemented its Mandatory Vaccination Policy for staff to help prevent the spread of COVID-19. ITA will continue its obligation to review accommodation requests from staff who are unable to receive the vaccine. We sincerely thank all applicants for their interest to join ITA.*