

POSITION DESCRIPTION

Ministry of Technology, Innovation and Citizens' Services

POSITION TITLE:	Customer Service Representative	POSITION NUMBER(S):	Various
DIVISION: (e.g., Division, Region, Department)	Service BC		
UNIT: (e.g., Branch, Area, District)	Service Delivery Branch	LOCATION:	Various
APPROVED CLASSIFICATION	CLK 11	CLASS CODE	
SUPERVISOR'S TITLE:	Government Agent	POSITION NUMBER	
SUPERVISOR'S CLASSIFICATION:	Applied Leadership	PHONE NUMBER:	

PROGRAM

Service BC is the chief provider of frontline services to citizens and businesses, by phone, in-person and over the internet. Service BC's government wide mandate is to ensure citizens; businesses and the broader public sector have convenient access to high quality, seamless government services.

The Service Delivery Branch is responsible for the management and operation of Service BC's in-person points of service, including over 60 Service BC Centres and Community Access Terminal sites.

PURPOSE OF POSITION

The role of a Customer Service Representative (CSR) is to provide this service in a broad range of statutory and other programs by in-person counter service, telephone and correspondence contacts. The CSR is the frontline contact in the delivery of these services. The CSR is expected to be knowledgeable and customer service oriented, and to exhibit a high degree of tact, diplomacy and discretion. All contacts and service delivery assignments are expected to reflect the spirit of the mission and values statement of Service BC.

Service is provided in a service quality environment which strives to complete all aspects of an information request, application filing or financial transaction as a one visit occurrence or to make arrangements for completing the client's requirements on a follow through basis by subsequent mail, telephone, or in-person attention from the staff of the responsible ministry. Services are provided for provincial government programs as well as making available a variety of services on behalf of other levels of government and other public sector agencies.

Other duties include clerical and administrative functions, including documentation batching, calculation of fees, recording of transactions, writing related correspondence and reports; and assisting with other administrative aspects of the office.

**Client: a ministry, agency or private organization, such as ICBC, that contracts for the service solutions offered by the Ministry of Technology, Innovation and Citizens' Services*

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

Respond to information enquiry requests by:

- Provide over-the-counter, telephone and correspondence service to reply to both routine and complex enquiries in accordance with Branch and client ministry procedures and performance standards.
- Verbal and written replies are given based on both prepared material and on own review of applicable acts, regulations and other interpretative material, including making contacts with appropriate program officials of our ministry, other ministries and other agencies to determine information.

Provide front-line counter services to customers by:

- Process applications and documentation, calculating fees, completing financial transactions in a wide range of programs, in accordance with Branch and client ministry procedures and performance standards.

Examples of services include:

- Issuing and accepting payment for licenses such as hunting and fishing permits, permits, marriage certificates, birth and death certificates;
- Accepting payment of all fees owed to the provincial government such as property and consumer taxes, Medical Services Plan premiums, traffic fines and certain court fines;
- Registering voters and receiving registrations for security instruments, liens, and mineral claims; and
- Issuing and accepting applications for provincial services such as Labour Standards complaint forms, Farm Extension and Home Owner Grants, and Residential Tenancy forms.
- Assisting citizens with access to Social Development and Social Innovation program and services

Perform clerical and administrative services to support counter and desk duties, including:

- Documentation batching, calculating fees, recording transactions, receipting, accounting for and depositing cash and other proceeds, and writing and preparing related correspondence in accordance with Branch procedures and performance standards.

Provide revenue collection and control services, collect and account for various provincial revenues by:

- Operating computerized cash and inventory control systems issuing receipts for all transactions, endorsing cheques ensuring all funds are deposited through cash terminals, balancing and batching revenues by separating and totalling like transactions and ensuring totals match register computer batch totals, and maintaining suspense account.

Provide disbursement services by:

- Issuing and controlling the issue of cheque and cheque vouchers, including checking coding and invoices, certifying goods and services received and obtaining valid spending and payment authority signatures.

Perform routine office duties, such as:

- Filing, photocopying, typing and operating other office equipment.

Other Related Duties:

- Hold statutory and administrative appointments, such as Issuer of Marriage Licenses, District Registrar of Birth, Death and Marriages;
- Act as Commissioner of Affidavits by administering oaths, affidavits, affirmations, solemn declarations and statutory declarations as authorized and required;
- Occasionally, provide relief services for varying lengths of time in various capacities in other Service BC Centres or other Government offices;
- Occasionally, undertake complex projects and study activities in connection with on-going or proposed Branch activities, or on behalf of clients ministries. Such as: creating new or revised procedures; developing staff development and instruction modules; evaluating Service BC services and service delivery.
- Lift and carry boxes/mailbags weighing up to 20 pounds for distances of up to 10 feet and to manipulate them from heights which may require the use of a foot stool;
- Other duties, as may be assigned from time to time including acting on a short-term temporary basis for the Government Agent in his/her absence.

FINANCIAL RESPONSIBILITY

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DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		

Supervises staff through subordinate supervisors		
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PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

SPECIAL REQUIREMENTS

Successful applicants are subject to a criminal record check.

TOOLS / EQUIPMENT

WORKING CONDITIONS

WORK EXAMPLES

COMMENTS

PREPARED BY

NAME:	DATE:	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective: **(Date)**.
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

NAME:	SIGNATURE:	DATE:
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STAFFING CRITERIA

Education and Experience:

- Two years clerical experience, education and/or training, including two years experience, education and/or training working in a setting providing information and services to the public, and six months experience, education and/or training handling financial transactions
- Experience/training in keyboarding, word processing, and standard computer applications (ie. MS Office – Word, Excel,

Outlook, Internet, standard computer applications and data bases)

There will be different combinations of relevant training and experience that would result in the person meeting the above standards.

Knowledge BRINGS (required at job start)

- Knowledge of basic clerical and administrative functions
- Knowledge of generally accepted accounting principles and standard techniques as they relate to revenue collections and financial control

Knowledge LEARNS

- Knowledge of the organizational structure of government
- Knowledge of the applicable Acts, Regulations, policies and procedures related to the delivery of client ministry programs
- Knowledge of the Government Agent Revenue Management System

Skills and Abilities

- Ability to multi-task
- Ability to obtain and provide clear, concise and complete oral and written information using recognized standards of business English at a level appropriate to the audience
- Ability to facilitate a resolution to a problem, issue or event that is a source of conflict in an objective, value-free manner, remaining focused on outcomes while preserving positive working relationships
- Ability to establish and maintain effective working relationships with a variety of individuals or groups to (complete work assignments, affect outcomes or provide a service) and to share information
- Ability to organize and manage independently one's workload taking into consideration changing priorities, tight deadlines, volume of work, (available resources and multiple reporting relationships)
- Ability to identify and assess problems and situations, and to reference, interpret and apply a variety of policies, rules and guidelines to determine an appropriate course of action
- Ability to contribute to group objectives and enhance output in a team environment through co-operation and interaction, active and full contribution, acknowledging diverse opinions, and working toward consensual solutions
- Ability to maintain confidentiality
- Ability to use standard computer technology and applications such as Word processor, Internet, email, databases, efficiently to access, enter and retrieve information and perform accounting functions

Willingness

- Willingness to keep self informed on current trends and issues through ongoing training, education and participation in branch projects
- Willingness to perform repetitive tasks while standing at a counter or getting up and down from a chair frequently, for up to seven hours a day
- Willingness to lift and carry boxes/mailbags weighing up to 20 pounds, for distances of up to 10 feet, and to manipulate them from heights which may require the use of a foot stool
- Willingness to travel occasionally, for varying lengths of time

COMPETENCY SUMMARY

Results Orientation: is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.

Service Orientation: implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

Teamwork and Co-operation: is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

Analytical Thinking: is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

Flexibility: is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

Commitment to Continuous Learning: involves a commitment to think about the ongoing and evolving needs of the organization and to learn how new and different solutions can be utilized to ensure success and move the organization forward.

Self Control: is the ability to keep one's emotions under control and restrain negative actions when provoked, faced with opposition or hostility from others, or when working under stress. It also includes the ability to maintain stamina under continuing stress.

Conflict Management: is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization.

Listening, Understanding and Responding: is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.

Written Communication: is the ability to express ideas, request actions, summarize events and formulate plans by means of clear and effective writing.

Use of Technology: is the knowledge of and the ability to use the technology that supports the client ministry and Government Agents Branch products, services and administrative functions.

Knowledge of Client Services and Procedures: is the ability to demonstrate a technical understanding of the organizations, programs, services and processes required to perform a role or function.