

**Apply By:** Tuesday, March 28, 2023 11:59 pm EDT

## Job Information

# Customer Service Representative

**Organization:**

Ministry of Public and Business Service Delivery

**Division:**

ServiceOntario - Retail Offices Branch

**City:**

Sioux Lookout

**Job Term:**

1 Permanent

**Job Code:**

95423 - Customer Service Rep 2

**Salary:**

\$26.75 - \$31.03 Per Hour\*

\*Indicates the salary listed as per the OPSEU Collective Agreement.

Understanding the job ad - definitions

**Posting Status:**

Open

**Job ID:**

196535

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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 be recognized for meeting or exceeding customer expectations with our service, solutions, leadership and people, EVERY TIME!

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!

The Ontario Public Service (OPS) is committed to being an employer of first choice, creating a positive and inclusive work environment.

We offer:

- Defined benefit pension plan
- Comprehensive health and dental plans
- Life and disability insurance
- On-the-job training to support your success in the role
- Collegial and professional work culture
- Generous vacation allowance

### **OPS Commitment to Diversity, Inclusion, Accessibility, and Anti-Racism:**

We are committed to build a workforce that reflects the communities we serve and to promote a diverse, anti-racist, inclusive, accessible, merit-based, respectful and equitable workplace.

We invite all interested individuals to apply and encourage applications from people with disabilities, Indigenous, Black, and racialized individuals, as well as people from a diversity of ethnic and cultural origins, sexual orientations, gender identities and expressions.

Visit the [OPS Anti-Racism Policy](#) and the [OPS Diversity and Inclusion Blueprint](#) pages to learn more about the OPS commitment to advance racial equity, accessibility, diversity, and inclusion in the public service.

We offer employment accommodation across the recruitment process and all aspects of employment consistent with the requirements of Ontario's [Human Rights Code](#). Refer to the "How to apply" section if you require a disability-related accommodation.

## **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, determining that eligibility requirements are met and obtaining required documents
- Collect and process payments, issuing refunds, and reconcile payments with transactions
- Maintain files and electronic database systems

Note:

- Entry level applicants may be hired at the Customer Service Representative 2 Training (CSR - 2T) level
- Starting salary for the CSR - 2T level: \$25.10 per hour

## **How do I qualify?**

### **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 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 judgement 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 views, 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 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

## **Additional Information**

### **Address:**

- 1 Permanent - Full Time, 62 Queen St E, Sioux Lookout, North Region, Criminal Record Check

### **Compensation Group:**

Ontario Public Service Employees Union

Understanding the job ad - definitions

### **Schedule:**

3.7

### **Category:**

Customer and Client Services

### **Posted on:**

Tuesday, March 14, 2023

### **Note:**

- In accordance with the Ontario Public Service (OPS), Employment Screening Checks Policy (ESCP), the top candidate(s) may be required to undergo a security screening check. Refer to the above to determine the screening checks that are required for this position.

Required security screening checks along with your written consent, will be sent to the Transition and Security Office (TSO), Corporate Talent Programs Branch, Talent and Leadership Division to evaluate the results. If applicable, the TSO, with your written consent, will request and obtain any additional employment screening checks that were not obtained directly by you.

A record under the Criminal Code and/or other federal offence record(s) does not automatically mean you will be ineligible for the position. The employment screening

check(s) will only be reviewed and evaluated by the TSO for the purpose of making a security clearance decision. The details of an individual's employment screening check(s) will be considered in specific relation to the duties and responsibilities of the position being filled. Employment screening check records will be maintained by the TSO and kept strictly confidential.

- E-MG-196535/23(2)

## How to apply:

1. You must [apply online](#).
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 team 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. 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, March 28, 2023 11:59 pm EDT**. Late applications will not be accepted.

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

**The Ontario Public Service is an inclusive employer.  
Accommodation is available under the [Ontario's Human Rights Code](#).**