



The Ontario College of Trades (College) is an industry-driven organization that protects the public interest by regulating and promoting the skilled trades. As a first of its kind in North America, the College puts decision-making back in the hands of skilled tradespeople. The College promotes the skilled trades as a career of first choice for young people, and works with parents, educators and industry leaders to find solutions to matters that affect the skilled trades system in Ontario. For more information, please visit www.collegeoftrades.ca

TEMPORARY CONTRACT CLIENT SERVICES CONSULTANT TORONTO, ON Job Band 2: \$18.52 - \$22.80/HR 36.25 Hours/Week

As the face of the College, our consultants are relationship builders. To address the evolving needs of our service delivery model, Client Services Consultants may be asked to engage clients through a range of phone, electronic and in-person channels as needs are identified. All Client Services Consultants are expected to answer and make phone calls.

The successful candidate will:

- Assist clients in a high-volume, high-pressure contact centre environment, ensuring optimal delivery of products, services, and information to members and clients of the College.
- Provide information and responses to client inquiries either by answering in-bound calls, emails or in-person inquiries.
- Meet specific performance targets through use of superior client services skills.
- Prepare, maintain and analyze records in the College's computer system as well as complete call reports and logs, and research issues in a timely fashion.
- Use problem-solving skills to handle difficult or challenging client service needs, resolve conflicts and make decisions.
- Work collaboratively with stakeholders, partners and colleagues in other departments to ensure a seamless interaction with members and clients.
- Provide coverage in reception when required.
- Provide world-class customer service when managing client interactions.
- Act as ambassador in the promotion of the College and its products and services.
- Ensure optimal delivery of services to members and clients.
- Actively listen to clients to obtain necessary information, analyze needs, and respond promptly and appropriately to achieve resolutions and satisfaction.
- Continually aim to meet and exceed specific performance targets.
- Respond to queries and complaints in a professional, courteous manner and provide referrals to appropriately address requests for further information.
- Manage and log all client interactions in membership management platform.

- Participate in special projects for process and system improvements in the College as they relate to service excellence.

Qualifications:

- 3-5 years of experience working in a call centre environment.
- Basic computer knowledge (Windows-based systems and internet navigation).
- Ability to be flexible and adaptable in order to handle client contacts across a number of channels including telephone, email and in-person.
- Knowledge of client services best practices, theories and principles.
- Knowledge of the programs, services and organizational structure of the College.
- French language skills are an asset.

Skills:

- Superior multitasking abilities.
- Oral communication skills and techniques to effectively serve clients.
- Flexibility to work between 7 a.m. and 7 p.m. and potentially evenings and weekends, based on future need.

*This position is represented by OPSEU.

How to Apply:

Please forward your resume, together with a separate cover letter to careers@collegeoftrades.ca. Only applications submitted via email will be accepted.

Be sure to quote the following in the subject line of your email: **CSC TEMPORARY POOL**

Only those candidates selected for an interview will be contacted. If you are scheduled for an interview, you will be asked to bring a list of three references of current and previous **supervisors** to the interview.

The College embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with *the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005*, and the College's *Accommodation Policy*, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to the College. We welcome applications from all qualified persons. No agencies, please.

The Ontario College of Trades is an equal opportunity employer.

To view our vacancies or to check the status of this vacancy, please visit:

<https://www.collegeoftrades.ca/careers>.