

**YORK UNIVERSITY  
DEPARTMENT OF HUMAN RESOURCES**

**JOB POSTING**

<b>JOB TITLE:</b> [Contact Centre Client Services Rep (CCSR)]	<b>JOB CODE:</b> [956017]
<b>DEPARTMENT/FACULTY:</b> [University Services Center]	<b>SALARY BAND:</b> [6]

**JOB PURPOSE:**

[The University Services Centre (USC) plays a critical role in ensuring York University's commitment to Service Excellence. The USC brings together talent and expertise from across administration functions internal and external to York, into one customer-focused service delivery entity. The USC focuses on developing and delivering services to York that are consistent, streamlined and customer-centric using technology and simplified processes. The USC is built on a commitment to customer service excellence, accountability, and trust, enabled by a strong service-oriented culture, data-driven practice, and simplified processes.]

Reporting to the Manager, Contact Centre Client Services (MCCS), the Contract Centre Client Services Representative (CCSR) role is responsible for delivering professional, quality service to York University Employees (the Client). The role identifies the client's needs, provides support, and escalates more complex matters to specialized departments for resolution. ]

**MAJOR AREAS OF RESPONSIBILITY:**

**1. [Client Inquiry Triage and Resolution]**

**Percentage of time:** [80%]

- A. Intakes customer queries in large volumes by actively listening to callers or responding to online ticket submissions and confirming or clarifying information in relation to services provided by the University Services Centre.
- B. Accurately logs and stores client data in tracking platform / database(s).
- C. Triage inbound inquiries by analyzing, troubleshooting, and diagnosing to support the resolution and/or restoration of client issues.
- D. Creates various tickets to support the client and USC inquiry needs and tracking requirements.
- E. Addresses Tier 1 inquiries (i.e., basic processes and procedures, guiding through self-solving issues), applying a client-centric approach.
- F. Routes Tier 2+ inquiries (i.e., technical, specialized support) to the appropriate teams for resolution in a timely manner.
- G. Conducts follow-ups on open tickets to ensure client inquiries are being addressed, escalating issues as needed to appropriate team(s) for resolution.
- H. Understands and strives to meet or exceed contact center metrics while providing excellent and consistent customer service.
- I. Identifies and escalates priority issues or challenges to Manager where necessary. ]

**Contacts:** [York University Departments, Students, Faculty, and Employees who are inquiring about any of the USC services available to support them. External candidates, applicants, and new hires regarding recruitment and onboarding. Students and parents looking for direction or support regarding York Services ]

**Reason for Contact:** [Providing support, triaging, and coding inquiries, following up to ensure inquiries are resolved by the appropriate resource.]

**2. [Reporting and Continuous Improvement]**

**Percentage of time:** [15%]

- A. Reviews department-specific reports and sends electronically generated and standardized email notifications to the client as per notification schedules. (i.e., creating tickets, notification of a change in benefit eligibility, status updates).
- B. Occasionally runs specific standardized reports via the system as per a defined schedule or as requested by the Manager and provides to the appropriate parties for review.
- C. Supports the collection of feedback from the client or customers to support ongoing improvements with the goal of Service Level Agreement (SLA) achievement.
- D. Actively participates on various project teams as required to support process improvement initiatives, leveraging technology as much as possible. ]

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**3. Other duties as assigned**  
**Percentage of time: 5%**

**COMMUNICATIONS:**

	<b>English</b>
Basic reading skills (e.g., scanning text, reading forms, etc.)	<input checked="" type="checkbox"/>
Basic writing skills (e.g., writing brief notes, completing forms, etc.)	<input checked="" type="checkbox"/>
Basic speaking skills (e.g., asking & answering simple or repetitive questions, etc.)	<input checked="" type="checkbox"/>
Comprehends written material (e.g., extracting information/details, reading reports/correspondence, etc.)	<input checked="" type="checkbox"/>
Writes non-complex documents (e.g., composing factual information/short routine correspondence, taking minutes, etc.)	<input checked="" type="checkbox"/>
Sustains conversation on specific topics (e.g., explains standard policies/procedures/services, etc.)	<input checked="" type="checkbox"/>

## PHYSICAL & SENSORY DEMANDS/ENVIRONMENTAL CONDITIONS:

<input checked="" type="checkbox"/>	VDT Use	70%	<input checked="" type="checkbox"/>	Verbally abusive	2%
<input checked="" type="checkbox"/>	Prolonged visual attention	20%			
<input checked="" type="checkbox"/>	Prolonged audio attention	70%			
<input checked="" type="checkbox"/>	Hand/finger dexterity	50%			
<input checked="" type="checkbox"/>	Prolonged sitting	75%			

## QUALIFICATIONS:

### Minimum level of formal education required:

[High school diploma with some post-secondary training in administration, business, or a related field.]

### Minimum number of years and type of relevant work experience required:

[2 years' experience providing customer service in a call center or business environment, including 1-year experience providing administrative support and preparing reports. Experience using ticketing systems and fielding customer inquiries via email, electronic systems, in person, and/or over the phone. Experience using telephone IVR technology and ticket tracking applications. ]

### Skill(s) required: [

- Strong Customer Service Skills
- Ability to communicate with sensitivity to cultural values and beliefs to enable mutual understanding and respect.
- Ability to foster collaboration and communication and advance two-way dialogue to promote client engagement and problem resolution.
- Effective written and oral communication skills.
- Ability to pay attention to detail.
- Effective interpersonal skills with proven ability to nurture client relationships.
- Effective planning and organizational skills with ability to prioritize workload.
- Ability to provide effective, unbiased client services to the internal and external communities whilst applying AODA standards with efficacy.
- Effective tact and diplomacy, with ability to maintain strict confidentiality.
- Able to adapt to and learn new automated systems.
- Functional knowledge of Microsoft Office applications, including Word, Excel, PowerPoint, and Outlook. ]

## JOB SPECIFICATIONS:

Hours of work: [8:30am to 4:30pm]

Summer: [Same]

Requests to work overtime may occur periodically throughout the year

Peak periods for this position: [April, August, September]

Vacation restriction: [During peak periods and/or other staff absences]