

**Job Class Profile: Customer Service Representative****Pay Level: CG-23 Point Band: 388-421**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	2	3	2	2	2	1	2	
Points	140	50	13	14	60	43	41	21	21	403

**JOB SUMMARY**

The Customer Service Representative provides administrative and clerical work dealing with the public in the receipt, registration and processing of applications and the issuance of permits related to various government legislation.

**Key and Periodic Activities**

- Administers policies/programs associated with the Marriage Act and Vital Statistics Act, including license issuing, marriage registration, birth/death certificates, name changes, document verification, revenue collection, receipting, inventory control, monthly statistics, etc.
- Processes applications for electrical permits/maintenance permits including inspections, information on contractors in the province, licence renewal, etc.
- Provides all accounting associated with the acceptance of fees for a wide range of services including procedures/policies related to various fee payment options (debit cards, credit cards, cheques, money orders, bank deposits, and cash).
- Provides preliminary review to determine completeness of application and supporting documentation of plans for Building Accessibility and Fire/Life Safety.
- Collects revenue relating to applications, lease rentals, grant documents, lease assignments, and survey extensions. Reviews crown land applications to ensure that relevant information is fully documented. Provides Commissioner of Oaths services as needed.
- Provides application forms and other required information to customers who have expressed an interest in starting a new business relating to the Government Services Department.
- Processes general Lottery Licensing enquiries (i.e. consults and liaises with staff, receipts lottery fees through computerized system and prepares batch documents for depositing of fees).
- Provides front line counter and telephone service to customers (i.e. directs customers to appropriate department or agency for assistance).
- Assists dealer representative in handing out inventory plates, administers the written and vision tests for driving permits, and assists the Driver Examiners when road tests are booked.
- Prepares daily deposit sheets to balance the weekly activities.
- Completes orders for retail vendors associated with the small game, trout and salmon license programs in conjunction with the Department of Environment (i.e. administers all processing and order filling for retail vendors and sales to individuals; performs inventory control, revenue

<b>Key and Periodic Activities</b>
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<p>collection, receipting, account statistics; and audits returns to verify accountability of licenses issued and revenue returned.</p>
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## SKILL

<b>Knowledge</b>
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**General and Specific Knowledge:**

- Knowledge of processes and procedures associated with government services operations.
- Knowledge of federal and provincial departments and agencies.

**Formal Education and/or Certification(s):**

- Minimum: High school with exceptional interpersonal skills.

**Years of Experience:**

- Minimum: 2-3 years.

**Competencies:**

- Follows basic instructions and work processes.
- Provides exceptional customer service.
- Writes simple letters, memos and other documentation.
- Operates office machinery (i.e. fax, photocopier, printer, and laminator).
- Operates a computer to access information and other specialized software applications.

<b>Interpersonal Skills</b>
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| <ul style="list-style-type: none"> <li>— Interpersonal skills used to perform activities include listening to information from others, asking questions, and providing routine information and direction to others.</li> <li>— Communication occurs with employees in the immediate work area, department/group, supervisors, managers, and customers.</li> <li>— Most significant contacts are customers, employees within the department, and employees within the immediate work area.</li> </ul> |
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## EFFORT

<b>Physical Effort</b>
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| <ul style="list-style-type: none"> <li>— Work demands do not result in considerable fatigue requiring periods of rest.</li> <li>— There may be an occasional requirement to lift/move objects, such as files and records up to 10 lbs.</li> <li>— Work provides the opportunity to occasionally stand and walk within the office environment.</li> <li>— Constant fine finger/precision work while manipulating the computer responding to requests for information from the public.</li> </ul> |
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<b>Concentration</b>
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| <ul style="list-style-type: none"> <li>— <b>Visual</b> concentration is constant while accessing information within the computerized system.</li> </ul> |
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- **Auditory** concentration is constantly required when listening to customer requests for information in an environment that can be noisy at times.
- Work is regularly impacted **by interruptions and multiple time pressures/deadlines with a lack of control over work pace** as customer visits are not scheduled and need to be addressed individually.
- **Exact results and precision** are required when entering licencing application data into the system and checking supporting documentation for vital statistics requests.

#### **Complexity**

- Work typically involves activities that are similar in terms of skills and knowledge used and tasks are usually well defined.
- Problems tend to be simple and can be addressed by following procedures or guidelines.
- The most typical challenge or problem is responding to a birth enquiry for an individual who is not registered in the provincial database. This requires supporting documentation to be verified prior to issuing a birth certificate.
- Co-workers, policies, procedures and guidelines exist to assist and address issues and challenges.

### **RESPONSIBILITY**

#### **Accountability and Decision-Making**

- Work tasks and activities are highly prescribed and controlled.
- Supervisory approval is required for majority of decisions, however, discretion and independent judgement are exercised when releasing of confidential information.

#### **Impact**

- Impacts generally affect immediate work area, outside the department/group, and clients/general public.
- Work activities impact processes and systems; information; and corporate image.
- Inaccurate reporting may result in delays in processing permits and applications, issuing unusable documents such as birth certificates, and extra processing to correct, creating further delays.
- In the event of a mistake or error the consequence is directly felt on department and the public.
- Co-workers, legislation, policies, and procedures are in place to mitigate impacts and errors. Work is reviewed by supervisors and others.

#### **Development and Leadership of Others**

- Not responsible for the supervision of staff.
- May be required to provide orientation and/or guidance to other staff.

### **WORKING CONDITIONS**

#### **Environmental Working Conditions**

- Not required to take any special precautions or wear safety equipment.
- Occasionally exposed to unusual distracting noise, lack of privacy and computer glare as work

is primarily performed in an open office environment.