

Customer Service Representative Continuing Education

Part-Time, Term Position Available (August 2017 up to August 2018) with possibility of an extension

Applicants are to clearly demonstrate how they satisfy the selection criteria in their written submissions and must identify the competition number they are applying for in the subject line of the email

This competition may be used to establish a 3 month eligibility list of qualified candidates for future vacancies.

Red River College is a leader in applied learning and innovation. Our talented team of employees is passionate about education, innovation and student success. We offer competitive salaries, extensive benefits, and the opportunity for personal and professional growth in a rewarding career.

Duties:

The Customer Service Representative (CSR) will be responsible for customer service related activities including but not limited to, providing information and responding to inquiries by students, prospective students, staff and the general public to assist them in meeting their career/educational goals, registering and sending out appropriate correspondence in a timely manner, advising/notifying students and/or instructors of course or program changes/cancellations and providing instructor support.

The incumbent will be responsible for processing registrations, transfers, extensions, withdrawals and refund requests for Continuing Education (CE) part time and full time programs following Red River College and departmental policies and guidelines and will process the related financial transactions. The incumbent will also be required to keep current and up-to-date on changes to courses and programs offered by CE to advise/consult on course availability, course prerequisites, and program entrance requirements, respond to inquiries received in the CE generic e-mail account, generate and respond to inquiries related to T2202A receipts, and provide administrative support to all areas of CE.

Required Qualifications:

- Extensive experience delivering professional and efficient customer service
- Experience working in an in-bound/out-bound call centre setting/environment
- Basic financial accounting knowledge including cashier experience
- Experience working with and using Microsoft Word, Excel, Outlook
- Excellent verbal and written communications skills to be able to interpret and respond to customer needs
- Demonstrated ability to prioritize work and handle a high volume workload with a diversity of tasks
- Strong analytical and problem solving skills
- Demonstrated initiative and ability to work both as a team player and with independence
- Values Diversity, Equity, and Inclusion
- Commitment to lifelong learning

Assets:

- Certificate/Diploma/Degree from a post-secondary institution preferably in administration or business
- Knowledge of and experience with RRC policies, procedures and Continuing Education programs

Conditions of Employment:

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and weekends
- Incumbent must provide a current and satisfactory Criminal Records Check

We seek diversity in our workplace. Aboriginal persons, women, visible minorities and individuals with disabilities are encouraged to apply.

Competition Number: 2017-091
Closing Date: July 24, 2017
Salary Range: \$20.50 - \$28.06 hourly

Apply to Red River College by email: humanresources@rrc.ca

We thank all applicants for their interest, but only those selected for an interview will be contacted. Red River College provides accommodations to applicants with disabilities throughout the hiring process. If an applicant requires accommodation during the application or selection process, Human Resource Services will work with the applicant to meet the accommodation needs.

For more information and other employment opportunities, visit blogs.rrc.ca/hr

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