

Administrative/Customer Service Clerk Adult Learning Center

Full-Time, Term Position Available (August 7, 2018 up to June 28, 2019) with possibility of an extension to New Term August

Position Located at the Winkler Campus - 120km outside of Winnipeg

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

An eligibility list may be created for similar casual, part-time, full-time, and term positions

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:

This recurring 10.5 month term position reports to the Manager of RRC Winkler Campus. The main responsibility of the position is to provide prompt, friendly, professional, efficient customer service both in person, over the phone, and via email. Responsibilities include, but are not limited to: providing general information and responding to enquiries from prospective student, existing students, and the general public to assist them in meeting their career/educational goals; processing program applications, course registrations, accurately inputting data and sending out appropriate correspondence in a timely and professional manner; calculating and processing financial transactions including course fees, test services fees, and report production fees; producing transcripts, confirmation of enrollment and other various reports and forms; providing support to instructors by maintaining student files and ordering supplies and books; and, assisting students with online account related issues (password reset, account creation, procedures, etc.). Work hours will require day and evening coverage (minimum 2 evenings per week).

Required Qualifications:

- Education in office administration or business; a combination of relevant training and experience may be considered
- Experience in the daily use of MS Office applications (e.g. Word, Excel, Outlook, PowerPoint)
- Ability to learn new software applications
- Extensive front line customer service experience, with flexibility in adapting to the needs of the customer, preferably in a post-secondary setting
- Experience working with confidential information and knowledge of FIPPA and PHIA
- Effective written communication skills
- Effective communication skills
- Ability to maintain effective relationships with College faculty, support staff and the general public
- Excellent organizational and multi-tasking skills
- Ability to recall information, policies, and procedures
- Ability to work both independently and in a team environment
- Ability to prioritize work, meet deadlines, and work under pressure
- Values Diversity, Equity, and Inclusion
- Commitment to lifelong learning

Assets:

- Experience using the College's information systems (Colleague)

Conditions of Employment:

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and/or weekends
- This position may be required to travel
- 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: 2018-063
Closing Date: June 15, 2018
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 interview process, Human Resource Services will work with the applicant to meet accommodation needs.

For more information and other employment opportunities, visit blogs.rrc.ca/hr
2055 Notre Dame Ave., Winnipeg, Manitoba R3H0J9

