

JOB POSTING

POSITION TITLE:	Telecom Customer Support Representative
CLASSIFICATION:	Coordinator
WAGE RATE:	\$25.81 – \$31.05 per hour
HOURS:	Thirty-five (35) hours per week (including some evening and weekend work and travel to the Vancouver Island)
START DATE:	March 27, 2018
REPORTS TO:	General Manager
LOCATION:	Vancouver office
CLOSING DATE:	March 26, 2018

GENERAL DESCRIPTION

The Telecom Customer Support Representative (“the Representative”) is part of a team that works with CHF BC’s Telecom service provider to liaise between co-op staff, boards and users to provide seamless and effective customer care. The Representative receives client processing inquiries regarding telecom invoice charges and ensures that clients receive an expeditious, sound, and well-delivered response. The individual in this position processes new accounts, maintains existing accounts, and communicates with all stakeholders of the program.

S/he will deliver presentations to potential users of the program and works closely with co-op directors and staff to ensure that the program administration is efficient and user friendly. S/he will coordinate the resources necessary to ensure that the program is delivered in accordance with the contract while ensuring a high level of satisfaction.

The Representative has strong interpersonal skills and will respond to any inquiries about the program in professional manner.

RESPONSIBILITIES

- Collaborate with the program director to develop and deliver presentations to co-op members to increase the number of users.
- Responsible for ongoing management/maintenance of program utilization data.
- Processes and responds to questions, processing issues, and requests.
- Reviews invoices received from Telus Home Services for accuracy and initiates payments.
- Identifies discrepancies in invoicing and communicates with Telus.
- Ensures that all clients are properly invoiced and identifies discrepancies.
- Suggests and implements program administration improvements.
- Liaise with Telus Home Services to produce materials to promote the program.
- Attend co-op board meetings and assist co-op boards in understanding the requirements of the Telecom program.
- Assist co-op staff and directors in the administration of the program.
- Ensure that the co-op's needs and the needs of the Federation are being met in a timely and cost-effective manner.
- Edit content on the telecom program on the Federation's website.
- Prepare quarterly reports on the performance of the program.

KNOWLEDGE

- Accounting or bookkeeping background is required.
- Strong understanding of Telecom technology and operating systems.
- Advanced level Microsoft Excel and Word skills
- Post-secondary diploma in business administration, project management or equivalent.
- Minimum of 4 years of experience in a marketing-related role is required.
- Minimum of 4 years of experience writing and editing business documents.
- Knowledge of customer relationship management systems.
- Experience implementing organizational quality management standards

SKILLS AND ABILITIES

- Demonstrated ability to approach and respond to individuals at all levels of the organization and within the affordable housing community in an appropriate manner.
- Personable and courteous in working relationships with board members and other professionals.
- Customer service oriented with the ability to create a positive impression of the Federation and its telecom program.

- Strong multi-tasking and organization skills.
- Effective problem solving and conflict resolution skills.
- Excellent writing, proof-reading and presentation skills.
- Ability to perform at a high level in stressful situations.
- Ability to take initiative, make independent judgement/decisions.
- Demonstrated willingness to be flexible and adaptable to changing priorities.
- Must be analytical, well-organized, and have the ability to switch tasks quickly.
- Ability to understand financial data and draw conclusions.

OTHER JOB REQUIREMENTS

1. Travel is required in the lower mainland and Vancouver Island
2. Ability to attend evening events both on the mainland and on Vancouver Island is mandatory
3. Ability to meet intensive and changing deadlines
4. Ability to interact, effectively, with board members and co-op staff