



**Position Title: Senior Bilingual Client Service Consultant**

**Position Type: Full-Time**

**Location: Mississauga, ON**

**Job Band: 3**

**Salary Range: \$22.89 to \$28.18/hour**

**Hours of work: 36.25 hr/week**

**Reporting to: Supervisor, Client Services**

**This posting is applicable to: Internal and External Applicants**

**Skilled Trades Ontario (STO) is a Crown agency** responsible for skilled trades certification in Ontario, which includes:

- **Establishing apprenticeship programs**, including training standards, curriculum standards and certification exams
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario
- **Issuing Certificates of Qualification** in all trades with certifying exams
- **Renewing Certificates of Qualification** in compulsory trades
- **Maintaining a Public Register** of people authorized to work in compulsory trades
- **Conducting research** in relation to apprenticeship and the trades

The Senior Bilingual Client Service Consultant reports to the Supervisor, Client Services in the *Client Services* Department. The incumbent will use their client service skills and knowledge of Skilled Trades Ontario (“STO”) to meet client needs and expectations through the use of a telephone-based Client Service Centre. This role is the “face” of STO providing and processing information in response to inquiries, concerns, and requests about STO.

**Responsibilities:**

- Assists clients in a high-volume, high-pressure contact centre environment, ensuring optimal delivery of products, services, and information to members and clients of STO;

- Assists with the translation of STO products from English to French and vice versa;
- Assists with resolving client service issues, escalations or problems and deals with clients in a professional manner;
- Provide information and respond to client inquires either by answering in-bound calls, e-mails or in-person (front counter) and making out bound calls;
- Listens to clients to obtain all the necessary information, analyzes their needs, and responds promptly and appropriately;
- Meets specific performance targets through use of superior client service skills;
- Responds to queries and complaints in a professional, courteous manner and providing referrals to appropriately address requests for further information;
- Prepares, maintains and analyzes records in computer system as well as complete the call report and logs, and researching issues in a timely fashion;
- Uses problem-solving skills to handle difficult or challenging client service needs, resolve conflicts, and make decisions;
- Participate in special projects for process and system improvements in the Client Service Centre;
- Works collaboratively with stakeholders, partners and colleagues in other departments to ensure a seamless interface with members and clients;
- Provides coverage on reception when required;
- Other duties as assigned;
  - Acts as a liaison coordinating with various areas to effectively satisfy requests or customer concerns in a timely fashion
- Ability to identify potential problems and risks and be accountable for solutions;
- Build and maintain relationships with clients and our partners;
- Experience updating and maintaining stakeholder databases.

**Qualifications:**

- Proficiency in reading, writing and speaking in both English and French language;
- Relevant years of experience working in a call centre environment;
- Computer knowledge (Windows-based systems and internet navigation);
- Ability to be flexible and adaptable in order to handle client contacts across a number of channels including telephone, email and in-person;
- Demonstrated ability to communicate effectively;
- Experience working in a fast-paced, unionized environment;
- A College diploma or University degree in any discipline;
- Leadership skills and the ability to mentor and guide junior team members.
- Knowledge of client services best practices, theories and principles;
- Knowledge of the programs, services and organizational structure of STO;
- Microsoft Suite (Excel, Word, Outlook, Teams);
- Advanced French Language oral and written skills are required.

**Skills Include:**

- Experience working to deadlines and managing multiple tasks or projects at the same time;
- Oral communication skills and techniques to effectively serve clients;
- Flexibility to work between 7 a.m. and 7 p.m. and potentially evenings and weekends, based on future need;
- Strong time management skills. Ability to work in a fast-paced, deadline driven environment;
- Excellent organizational skills;
- Ability to work independently and within a team environment;
- Effective verbal and written communications skills;
- Excellent interpersonal skills;
- Advanced French language skills;
- Exceptional customer service skills with the ability to respond under high pressure or in difficult/sensitive situations.

\*This position is represented by OPSEU.

\*Only those candidates selected for an interview will be contacted.

How to Apply: Please forward your resume by April 23, 2024 at 5:00pm to [careers@skilledtradesontario.ca](mailto:careers@skilledtradesontario.ca). Only applications submitted via email will be accepted. Be sure to quote the following competition number in the subject line of your email: **STO-008-24 – Senior Bilingual Client Service Consultant**. We thank all applicants for their interest and will contact those whose skills, knowledge, and experience most closely match the requirements of the position.

Skilled Trades Ontario embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and Skilled Trades Ontario's Accommodation Policy, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to Skilled Trades Ontario. We welcome applications from all qualified persons.

Skilled Trades Ontario is an equal opportunity employer.