

JOB OPPORTUNITY

Position Title: Client Service Consultant

Position Type: Regular/Full-Time and Fixed term

Location: Mississauga, ON

Job Band: 2

Hiring Range: \$21.53 – \$26.51/hour

Hours of work: 36.25 hours/week

Reporting to: Supervisor, Client Services

This posting is applicable to: Internal/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.
- **Administering apprenticeship programs**, including approving apprentices and sponsors, registering training agreements and assessing applications for apprenticeship program completion.
- **Issuing certificates of apprenticeship** to completed Ontario apprentices.
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario.
- **Administering exams**, including certifying exams, in all trades subject to certifying exams.
- **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.
- **Researching** apprenticeships and the trades.

Client Service Consultant reports to the Supervisor, Client Services within our Client Services department. This 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:

- Assist clients in a high-volume, high-pressure contact center environment, ensuring optimal delivery of products, services, and information to members and clients of STO.
- Provide information and respond to client inquiries either by answering in-bound calls, e-mails or in-person (front counter) and making outbound 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 provide referrals to appropriately address requests for further information.
- Prepares, maintains and analyzes records in computer systems as well as complete the call report and logs, and research issues in a timely fashion.
- Use 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 at reception when required.
- Other duties as assigned.

Qualifications:

- Relevant years of experience working in a call centre environment.
- Basic computer knowledge (Windows-based systems and internet navigation).
- Ability to be flexible and adaptable to handle client contacts across a number of channels including telephone, email and in-person.
- Knowledge of client services best practices, theories and principles.
- Knowledge of the programs, services and organizational structure of STO.
- French Language skills are an asset.

Skills Include:

- Superior multitasking abilities.
- 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.

What STO Offers:

- Work-life balance
- Comprehensive health and dental benefits
- RRSP matching (up to 6%)
- Employee Assistance Program (EAP) through TELUS Health with employee perks

We thank all applicants for their interest and will only contact those whose skills, knowledge, and experience most closely match the requirements of the position.

Our Recruitment Process Includes:

- Step 1: Resume Screening
- Step 2: Phone Screening
- Step 3: Panel Interview(s)/Assignment
- Step 4: Selection
- Step 5: Offer of Employment

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 people.

Skilled Trades Ontario is an equal opportunity employer.