

Customer Service Assistant

Full time, Regular
Competition #177-23/24
Brandon, Manitoba
Salary: \$41,772 to \$53,478 (\$22.16 to \$28.37)
Classification: Administrative Assistant 3

Assiniboine College has been providing exceptional learning experiences that have been transforming lives and strengthening Manitoba through applied education and research for more than 60 years.

The ideal Customer Service Assistant is a people person with a knack for making connections over the phone. They are energized by being the welcoming voice to represent an organization and are passionate about delivering exceptional service.

Assiniboine College is seeking a dedicated Customer Service Assistant to join our team. One of the key functions of this position is operating the college's phone switchboard. The Customer Service Assistant acts as an information source and provides targeted direction of calls for external customers so that they can be serviced by the appropriate department and/or individual as efficiently as possible. They also oversee the college's general information email inbox.

As the first point of contact for incoming calls, you will play a crucial role in shaping customer experiences. If you enjoy the dynamic nature of customer interactions, we invite you to apply and become the voice of our institution's commitment to service excellence.

The Customer Service Assistant will also play a crucial role in advancing college objectives by providing administrative support for the Communications & Marketing department, the Director of Integrated Planning and the Director of Regulatory Affairs.

The Customer Service Assistant will deliver results with these skills and attributes:

- Customer service skills are key to this position – you'll be the voice of the college to many callers.
- Proficient in handling a multitude of tasks, including multiple calls at one time.
- Energized by assisting and supporting others, both internally and externally, to reach a destination or achieve a goal.
- Great organization skills and able to complete tasks efficiently.
- As the first point of contact for many inquiries, you understand the importance of a good impression.
- You have a good working knowledge of Microsoft Word, Excel and PowerPoint.
- The college uses Microsoft Outlook and Teams for email, communication and calendar management. Experience in these systems is an asset.
- Ability to learn new systems efficiently.

This competition will remain open until the position is filled.

Assiniboine College is committed to ensuring that its policies, practices, and systems are free of barriers, emphasize the value of diversity, and promote full participation to ensure dignity, respect, and equal access for all employees. A request for an accommodation or to request this document in an alternative format, can be made at any point during the recruitment process by contacting 204.725.8729 or careers@assiniboine.net.

Assiniboine welcomes applications from all qualified candidates who are legally entitled to work in Canada, including Indigenous peoples, persons of all abilities, members of visible minorities, all genders and sexual orientations, and all other groups protected by the Human Rights Code.

Assiniboine College campuses are located on the traditional territories of Treaty No. 1 and Treaty No. 2, and the shared traditional lands of Cree, Oji-Cree, Dakota, Dene and Anishinabek/Ojibwe peoples, and the national homeland of the Red River Métis. We acknowledge their welcome to the students who seek knowledge here.

If you are interested in this career opportunity, please email your resume and cover letter with reference to Competition #177-23/24 to careers@assiniboine.net.

We thank you for your interest. Only those selected for further consideration will be contacted.

Please contact careers@assiniboine.net to request this document in an alternative format if necessary.