



POSITION DESCRIPTION

Position Title: **Customer Service Assistant**

Division: Communications & Marketing

Classification: Administrative Assistant 3

Supervisor's Title: Director, Communications & Marketing

POSITION SUMMARY

The Customer Service Assistant's primary duty is to manage the college's phone switchboard. The CSA has a knack for making connections and is the welcoming voice of the college to the many audiences who phone every day. They are an integral information source and provide targeted direction of calls to the appropriate department and/or individual as efficiently and enthusiastically as possible. They're passionate about delivering exceptional customer service and helping people find what and who they are looking for.

The CSA also captures information on overall college activities, in order to provide our walk-in customers with relevant information and direction within the college.

This position is also the main administrative support for the Communications & Marketing department, the Director of Integrated Planning and the Director of Government Relations.

RESPONSIBILITIES AND ACCOUNTABILITIES

Switchboard and General Customer Service:

- Operate the switchboard for the college. This involves providing general information to callers when appropriate and/or transferring calls to appropriate divisional staff.
- Take concise and accurate details of any message and ensure these are passed to the appropriate person as soon as possible.
- Act as the primary voice for incoming customer inquiries, exceeding expectations through exceptional customer service.
- Present a professional image to all callers by adopting a friendly, patient and polite manner.
- Ensure full accuracy and attention to detail in all interactions with internal and external customers.
- Provide a similar function to the phone switchboard for the general information email inbox (info@assiniboine.net), providing information and/or re-directing inquiries as necessary.
- Provide walk in customers with general information and/or refer them to the applicable department(s). This could include providing directions to the customer to arrive at their destination within the college as quickly and efficiently as possible.
- Develop and maintain strong working relationships with all customers and colleagues.
- Log, compile and report on customer service data as necessary.
- Train back-up and coverage staff on switchboard duties.
- Working with the college's room booking software, Astra, to book meeting rooms as necessary.

RESPONSIBILITIES AND ACCOUNTABILITIES	
Administrative:	
<ul style="list-style-type: none">➤ Act as the primary administrative support for the Directors of Communications & Marketing, Integrated Planning and Regulatory Affairs.<ul style="list-style-type: none">➤ This may involve preparing purchase requisitions, providing mail services, supporting travel-related purchasing, reporting and scheduling, taking meeting minutes and distributing action items to staff members, managing time entry approvals and providing administrative support for events (room booking, catering orders etc.).➤ Supporting the Communications & Marketing department with administrative tasks, as needed.<ul style="list-style-type: none">➤ This may include stuffing prospective student packages, providing general event preparation support, developing and updating inventories of materials, and updating various databases.➤ Maintaining the student and graduate job board on the college website by reviewing and approving/not approving incoming requests from employers to post job opportunities on the college's public website.➤ Other duties as assigned.	

KEY RELATIONSHIPS (attach relevant organizational chart(s))	
Staff Positions Directly Supervised	0
Staff Positions Indirectly Supervised	0
Other Key Relationships:	
<p>This position has a key relationship with our customers as the switchboard is the first point of contact for callers. The success of providing customers with information or directing them to the appropriate college staff member can affect things such as student enrolment and fundraising.</p> <p>This position will report to the Director, Communications & Marketing and will be a member of that team, regularly interacting with staff working in communications, marketing and domestic student recruitment.</p> <p>This position will also provide administrative support to the Director, Regulatory Affairs and Director, Integrated Planning.</p> <p>This position also maintains regular communication with other administrative assistants so that incoming inquiries can be directed to the correct area.</p>	

KNOWLEDGE, SKILLS, ABILITIES, OTHER
<ul style="list-style-type: none">➤ Must be proficient in handling a multitude of calls/tasks within a typical workday and multiple calls at one time.<ul style="list-style-type: none">➤ The switchboard has 4 lines for incoming calls and all 1-800 calls are handled at the desk.➤ Must have a good working knowledge of Microsoft Word, Excel, Powerpoint and Outlook.➤ Must have good customer service skills.➤ Good organization skills and efficiency skills.➤ Good problem-solving skills.

Commented [AM1]: Will have to check with the RO if this is still correct.

KNOWLEDGE, SKILLS, ABILITIES, OTHER

- Should be energized by assisting and supporting others, both internally and externally, to reach a destination or achieve a goal.

OTHER COMMENTS

- Incumbent must maintain a level of customer service training that will meet ongoing needs of the position.

Employee's Signature

Date

Supervisor's Signature

Date

