



RRC Polytech is committed to accessible employment and to ensuring that our hiring processes are barrier free. If you require information in an alternate format, or if you require an accommodation to participate in the hiring process, please contact [humanresources@rrc.ca](mailto:humanresources@rrc.ca).

**Customer Service Representative**  
Enrolment Services

**POSITION TYPE:** Full-Time Position Available

**SALARY:** \$42,564 - \$60,000 per annum

**POSITION LOCATION:** Notre Dame Campus (Winnipeg, MB)

At RRC Polytech we aspire to have a workforce that is representative of the diversity within our communities. For this hiring process, a preference hiring practice will be applied. First consideration will be given to applicants who self-identify within their application as one or more of the following equity-deserving group(s): Women, Indigenous Peoples, Persons with Disabilities, Racialized Persons, Persons of the 2SLGBTQIA+ Community. First consideration will also be given to internal applicants. For more information about our hiring practices, please visit: [www.rrc.ca/hr/work/hiring-process/](http://www.rrc.ca/hr/work/hiring-process/).

**ELIGIBILITY LIST:** This competition may be used to establish a 6 month eligibility list of qualified candidates for future vacancies.

**DUTIES**

The main responsibility of the Customer Service Representative (CSR) is to provide prompt, friendly, professional, and efficient customer service, in-person, over the phone and via email. Responsibilities include, but are not limited to: providing general information and responding to inquiries from students, prospective students, staff and the general public to assist them in meeting their career/educational goals; providing program, course, and award information; accurately inputting data, calculating and processing financial transactions, producing transcripts, confirmations of enrolment, generating T2202 tax receipts; screening for and producing photo ID cards for students and staff; assisting students with online account related issues and assisting with other administrative projects as required. The incumbent of this position will be primarily located at the Notre Dame Campus (Winnipeg, MB) but may also be required at the Exchange District Campus (Winnipeg, MB) as needed.

## **REQUIRED QUALIFICATIONS**

- High School Diploma
- Extensive experience delivering professional and efficient customer service
- Excellent interpersonal skills
- Excellent verbal and written communication skills to be able to interpret and respond to customer needs
- Basic financial accounting knowledge including cashier experience
- Experience processing program applications and course registrations
- Proficient with MS Office Suite including Outlook, Word, Excel, Teams
- Strong phone contact handling skills and active listening
- Ability to multitask, prioritize and manage time effectively
- Strong organizational skills to be able to keep up with various customer needs and conduct follow-ups in a timely manner
- Ability to work with a high degree of accuracy and attention to detail
- Experience building a respectful workplace culture that promotes diversity, learning and continuous improvement

## **ASSET QUALIFICATIONS**

- Experience with student registration software
- Experience working in a post-secondary environment
- Certificate from a post-secondary institution
- Experience with Adobe Suite

## **CONDITIONS OF EMPLOYMENT**

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and/or weekends
- May be required to work at various RRC Polytech campuses
- This position may be required to work overtime
- This position may be required to work throughout the academic year including the summer months
- Incumbent must provide a current and satisfactory Criminal Records Check

Please note that applicants internal to Red River College Polytechnic must apply through My Portal on HRIS Unlimited.

RRC Polytech campuses are located on the lands of Anishinaabe, Ininiwak, Anishinew, Dakota, and Dené, and the National Homeland of the Red River Métis. We recognize and honour Treaty 3 Territory Shoal Lake 40 First Nation, the source of Winnipeg's clean drinking water. In addition, we acknowledge Treaty Territories which provide us with access to electricity we use in both our personal and professional lives.