

## Job Description

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<b>Job Title:</b>	Client Support Representative
<b>Department:</b>	Centre for Career Action
<b>Reports To:</b>	Manager, Centre for Career Action
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 4/5
<b>Effective Date:</b>	July 2017

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### **Primary Purpose**

The Client Support Representative provides a welcoming orientation to all front desk interactions appropriately solving the issue or referring to the right resource. Solving the issue often includes assisting clients with finding appropriate resources from the print collection and/or suggesting appropriate workshops, events or individual advising options. Administrative support for workshops and presentations and other projects as assigned.

### **Key Accountabilities**

#### **Welcoming orientation to all front desk interactions, ensuring service meets or exceeds defined standards.**

- Deliver service to clearly defined and agreed-to standards (e.g. impression management, ease-of-interaction, triage excellence, one-and-done, response time, accuracy, completeness, consistency).
- Ensure inbound questions (in person, phone, and email) from students and employers are answered appropriately (immediately, after further action, or forward to appropriate person).
- Assess stakeholder need and recommend next steps including appropriate Centre for Career Action resources, program or service, off campus Co-operative Education staff, Faculty Undergrad offices, other departments on campus, or external resources.

#### **Administrative coordination and resource allocation.**

- Provide administrative support for the Centre and the team (e.g., shelf reading, conducting inventory of materials including handouts, ordering supplies, providing guidance to student volunteers, electronic communications and workshop support).
- Manage drop-in scheduling with MS Access; troubleshoot database issues and implement process improvements for better service delivery.
- Coordinate appointment scheduling for team of 10+ advisors using MS Outlook.
- Manage and record cash/debit/credit payments for workshops, assessments, and alumni appointments.
- Send appointment surveys to all clients using Qualtrics.
- Reconcile P-card expenses on monthly basis.

#### **Event assistance.**

- Book rooms and manage other administrative tasks for panels, presentations, workshops, and other projects as required.
- Coordinate workshop/panel sign advertisements and monitor scheduling conflicts.

### Required Qualifications

<p><b>Education</b></p> <ul style="list-style-type: none"><li>• College diploma, equivalent education and/or experience; university undergraduate degree preferred</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• 1+ years of customer service experience including demonstrated experience dealing with difficult clients, deescalating emotionally charged situations, and resolving client issues in a timely and effective manner</li><li>• Previous experience in a university work environment is preferred</li><li>• Experience working with international students preferred</li><li>• Experience with Qualtrics is preferred</li></ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"><li>• Requires effective probing and triaging skills in order to resolve issues with advisors, staff, alumni and students</li><li>• Must have a superior customer service orientation and strong communication skills</li><li>• The Service Representative needs to listen effectively to determine level of urgency and triage client need appropriately</li><li>• Demonstrated computer literacy MS Outlook, Word, Excel and PowerPoint; knowledge of MS Access database an asset; high level expertise with employment system (such as WaterlooWorks) is preferred</li><li>• Ability to quickly learn new communication software</li><li>• Ability to build strong relationships with all staff and many other internal &amp; external UWaterloo contacts</li><li>• Understands the concept of customer service while being cost effective and ensuring employers, alumni, staff and students self-serve when appropriate</li><li>• Demonstrated ability to work well independently and in a small and large team environment</li><li>• Ability to apply a high degree of judgment to resolve a large volume of matters relating to day-of booking issues, student and employer concerns regarding Co-operative Education and CCA policies and procedures, and prospective student/parent queries</li><li>• Understanding of the needs/wants of the student population</li></ul>

### Nature and Scope

- **Contacts: Internal:** Exchanges information on a daily basis with students and staff to resolve issues relating to appointment and workshop scheduling, and career-related resource access. The Client Support Representative interacts regularly with Student Advisors, Career Advisors, Managers, and others.  
**External:** Acting regularly as the first point of contact for students, alumni, staff and employers, the Client Support Representative triages scheduling and process questions.
- **Level of Responsibility:** This role has defined duties, responsibilities, and specialized or routine tasks, and receives specific guidance. They are accountable for the accuracy and completeness of guidance given to students, alumni, staff and employers. Deals with clients who may be exhibiting signs of distress and/or a real or perceived need that they must be helped quickly.
- **Decision-Making Authority:** The Client Support Representative assesses questions, can clearly communicate an answer if appropriate, and knows when to refer the question to someone else. Triages and makes judgments regarding compliance to Career Centre policies and procedures and communicates this information to students, employees, and alumni.

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- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.
  - **Working Environment:** This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. Occasional evening/weekend work is required.