



## Client Support Representative

**JOB TITLE:** Client Support Representative

**DATE:** February 2022

**REPORTS TO:** National Client Support Manager

**DEPT:** Client Support

### Position Summary

In this role, the CSR will maintain solid client relationships by handling questions and concerns with speed and professionalism. Daily responsibilities include receiving and placing telephone calls; performing data entry and using software programs. The incumbent will also require research skills to troubleshoot client problems. Excellent communication and proven alphanumeric data entry skills are essential.

The role also interprets client requirements and communicates solutions. Apply client service communication with both external clients and the internal team, along with ensuring appropriate transfer to the responsible department when required.

### Job functions

- Answer telephone/written/fax/e-mail inquiries regarding livestock indicator sales, non-technical issues, order management and general client issues in a professional manner.
- Provide client services within the framework, while ensuring the issues of clients are adequately addressed.
- Meet or exceed performance objectives of the small call centre in terms of client service.
- Data entry of client information details and maintain client related information via database.
- Provide first point of contact to incoming calls, email and client generated system support requests.
- Work with computer applications while talking to clients and recording client call details in a clear, concise, client call-log.
- Punctual and comfortable with a rigid schedule.
- Take responsibility to solve issues from beginning to end, and work with the internal team to ensure the same, as appropriate.
- Learn and take on new initiatives and training as business needs change.

### Education and Experience

- High School Diploma
- Five or more years of experience in a similar position
- Bilingual communication skills in English and French are preferred
- Experience working in a client service environment (retail, call centre, IT support)
- Experience in the livestock agricultural sector a definite asset
- Excellent communication and problem-solving skills
- Highly developed professional telephone manner

- Positive, friendly and patient attitude
- Ability to work with a minimum of supervision in a fast-paced environment
- Experience in thinking-on-your feet, ask targeted questions, and anticipate needs
- Ability to multi-task by navigating through several screens while at the same time speaking with the client
- Familiarity with Widows-based systems and internet navigation
- Good-judgment and composure under pressure
- Present information in a manner that addresses the needs of clients
- Commitment to respect schedules

### **Work Environment**

The role is in an office setting, sitting for long periods of time and lifting up to 30 pounds may be required. Reasonable accommodation can be made to enable people with disabilities to perform the described essential tasks.

### **Work location**

Training takes place over period of two weeks at CCIA's head office located at 7171 107<sup>th</sup> Avenue SE, Calgary from 8 am to 4 pm. Once training is completed, the incumbent may be considered for a hybrid model of work remotely and at the office, depending on the ability to work independently. CCIA will provide the necessary equipment to complete the agreed upon duties.

### **Diversity and Inclusion**

Canadian Cattle Identification Agency is strongly committed to Diversity and Inclusion and aims to create a healthy, accessible, and rewarding work environment which highlights employees' unique contributions to our organization's success.

As an equal opportunity employer, we welcome applications from all to help us build a diverse workforce which reflects the diversity of our customers, and communities, in which we live and serve.

For inquiries and applications: [jsmar@canadaid.ca](mailto:jsmar@canadaid.ca)