

## JOB DESCRIPTION

BCGEU

1. Position No. 80780, 80964, 80986, 81327	2. Descriptive Working Title Customer Service Representative		3. Present Classification CK 4
4. Department Administration	5. Branch/Section Licensing & Consumer Services	6. Proposed Classification	Date May 2017 Revised November 2020
7. Position No. of Supervisor 80812	8. Descriptive Work Title of Supervisor Manager, Administration		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Manager, Administration, the Customer Service Representative provides professional level customer service in responding to phone calls and emails, explains the Homeowner Protection Act and related regulations, and provides information regarding departmental policies and processes. In addition, he/she/they performs administrative and clerical functions to support Licensing & Consumer Services (formerly HPO) operations.

11. Duties:
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### **Provides licensing information and support in response to phone calls and emails:**

- Receives licensing information requests from government officials, warranty companies, current and potential builders, realtors, lawyers, notary publics, homeowners and the general public.
- Keeps local governments abreast of administrative updates as they happen.
- Provides details regarding various provincial regulatory requirements and explains their application in response to specific issues, utilizing knowledge of the *Homeowner Protection Act* and related regulations.
- Assists customers in understanding various department policies and processes, including license and renewal applications, amendments to licenses, new home registrations, owner builder authorizations, requests to sell, and the review and appeals process. Provides information on eligibility details for proceeding with an appeal.
- Responds to calls from homeowners with complaints and warranty claims; takes and logs complainant information and informs complainant to forward complaint in writing.
- Assists customers with online applications and manual password re-sets.
- Records calls and/or enquiries in database under the appropriate file.
- Refers callers to other organizations other than BC Housing as appropriate.
- Keeps up-to-date with changes in Homeowner Protection legislation, policies and processes.

### **Performs a variety of clerical and administrative functions:**

- Prepares a wide variety of general correspondence and forms.
- Provides general administrative support for Branch Administration such as ordering supplies; processing incoming and outgoing mail, couriers and faxes; arranging catering services and equipment for meetings; and providing special project support.
- Creates Purchase Orders for the department and closes them at fiscal year end.
- Enters and maintains licensing and other data in applicable Licensing & Consumer Services computer systems.
- Maintains filing systems in compliance with government regulations.
- Enters cheques for a variety of fees, renewals and authorizations.
- Performs daily banking for the branch in accordance with policies and procedures.
- Codes invoices and inputs them into the JD Edwards System (JDE1) for payment.
- Inputs refunds for clients into JDE1 and ensures that the refund spreadsheet is up to date, cheques have been sent and cheque numbers have been recorded.
- Scans and reports on the different Consumer Protection Provision regulatory bodies for infractions by clients.
- Contacts expired builders with all required Continuing Professional Development (CPD) points and warranties to advise of risk of not renewing.
- Renews all activity advisories using myLTSA, ensuring to task Licensing Officers with any title transfers received.

- Creates and updates front desk process guide sheets whenever there are changes or new functions acquired.
- Works with clients wishing to obtain 2-5-10 logo usage and approves usage, ensuring to note permission in database.
- Maintains security by monitoring and securing the office at the end of each business day.
- Identifies workplace issues and ensures Manager, Administration and other branch managers as required are kept informed.
- Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

**STAFFING CRITERIA**

1. Position No. 80780, 80964, 80986, 81327	2. Descriptive Working Title Customer Service Representative	3. Present Classification CK 4
4. Education, Training and Experience:		

Completion of a comprehensive post-secondary course in office or business administration or other relevant discipline.

Minimum two years progressive experience in an office and/or highly computerized environment, including experience working with the public, providing basic bookkeeping or accounting functions, working with a variety of software programs, and performing data entry.

Or an equivalent combination of education, training and experience acceptable to the Employer.

5. Knowledge, Skills and Abilities:
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**Core Competencies:**

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
- Good understanding of the legislation, processes and procedures associated with licensing, license and renewal applications, amendments to licenses, new home registrations, owner builder authorizations, requests to sell, and reviews and appeals.
  - Good working knowledge of computer applications including MS Word and Outlook and ability to manoeuvre between applications with ease; ability to use the internet to locate relevant information/data.
  - Good knowledge of government Records Classification System.
  - Excellent oral and written communication skills, with solid command of English grammar, spelling and punctuation.
  - Excellent interpersonal and customer relations skills, with the ability to demonstrate patience and tolerance and exercise tact, diplomacy and good judgement when dealing with upset, angry or abusive clients with diverse cultural, educational and socio-economic backgrounds.
  - Good problem-solving skills.
  - Ability to maintain confidentiality protocols.
  - Ability to apply legislation, regulations and other information sources for the purpose of assessing and explaining eligibility.
  - Ability to plan and meet deadlines and adapt to changing priorities without compromising the quality of work.
  - Ability to work independently and also work co-operatively in a team environment.
  - Ability to type minimum 40 words per minute.

6. Occupational Certification
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