United Way Centraide
Simcoe Muskoka

Customer Service Representative

POSITION SUMMARY

The Customer Service Representative assists clients with income or energy challenges through the initial screening process of the Low-income Energy Assistance Program (LEAP) managed by United Way Simcoe Muskoka on behalf of gas and Electricity companies in Ontario. This position preforms clerical, telephonic, and data-management duties with a focus on dignified customer service, efficiency, accuracy, and confidentiality. Our unique social enterprise call centre generates revenue that is re-invested back into the community in collaborative projects that focus on solution to social issues.

REQUIRED EDUCATION AND EXPERIENCE

Postsecondary education is preferred in social services, business admin, office admin or community services

Demonstrated experience with inbound call centre is an asset

REQUIRED SKILLS TO BE DEMONSTRATED

- Strong data management and analytical skills
- Ability to manage multiple tasks and work under pressure
- Strong written and verbal communication skills
- Culturally sensitive and experienced working with vulnerable populations
- Ability to exercise highest level of discretion, confidentiality, ethics, and integrity
- Able to work independently, but open to coaching and professional feedback

- Ability to analyze situations and provide positive and appropriate responses and solutions
- Strong organization and time management skills
- Excellent computer proficiency in Excel and other Microsoft Office applications, and other information management software (e.g., Salesforce)
- A valid driver's license and reliable vehicle is required.

MAJOR RESPONSIBILITIES

· In-bound call centre- Responsible for answering Leap and OESP designated phone lines in a courteous, efficient manner, striving for call efficiencies, and managing callers in crisis.

· Intake application completion- The successful candidate will transcribe customer information completely accurately, pre-screen applicants for eligibility, and connect customers with partnered agencies in the community.

· Support management team by providing feedback on workflow and discrepancies.

- Maintain work in progress reports and notify management of inconsistencies in reporting
- Maintain confidentiality of information according to UWSM policy.

REPORTS TO: Team Lead

Together, we need to take action and address local poverty head-on.

United Way is a not-for-profit organization that has played a vital role in our community for over 60 years. As a social impact organization, our mission is clear: To improve lives and build communities by leveraging collective resources and mobilizing collective action to achieve the greatest impact.

United Way Centraide
Simcoe Muskoka

Our Commitment to an Inclusive Culture

We are committed to creating an inclusive culture where everyone feels valued and respected, and that reflects the diverse community we serve. We welcome applications from all qualified candidates and encourage candidates with diverse backgrounds, experiences, styles, and abilities to apply. If you require accommodation at any stage of the hiring process, please let us know.

Our Commitment to Health and Safety

At United Way, we are committed to protecting our team, our clients, and the community we serve by providing a safe and healthy workplace. Accordingly, successful candidates will be required to be fully vaccinated against COVID-19 as a condition of employment by their start date or provide written proof of an approved exemption in accordance with Ontario Human Rights legislation.

To apply for this opportunity, please submit a cover letter and résumé. Consideration of applications will begin immediately, with the competition remaining open until two (2) suitable candidates are found. Only those selected for an interview will be contacted, thank you to all who apply.

Job Types: Full-time, 12-month Contract, Potential for renewal

Monday- Friday 8:30-4:30 in office position

1110 Highway 26, Midhurst ON L9X 1N6

Salary: $19.05 per hr UWSM is a proud Living Wage Employer

COVID-19 considerations: Proof of vaccination will be required.

United Way Simcoe Muskoka acknowledges that we are situated on the traditional land of the Anishinaabek. The Anishinaabek include the Ojibwe, Odawa, and Pottawatomi nations, collectively known as the Three Fires Confederacy. The Huron-Wendat and the Haudenosaunee Nations have also walked on this territory over time.

United Way Centraide Simcoe Muskoka

Job Types: Full-time, Contract

Contract length: 12 months

Salary: $19.05 per hour

Schedule:

- 8-hour shift
- Day shift
- Monday to Friday

Work Location: One location