

**Customer Service Representative (CAS 40681)**

**Information and Customer Services**

**Office of the Registrar**

**Location:** London

**Employment Group**: Support

**Hours:** 35 hours per week. Monday to Friday 8:30 a.m. to 4:30 p.m.
These hours could change anytime based on student need, during peak times and based on the operational need of the business.

**Pay Details:** $26.47 per hour

**Closing Date:** Open Until Filled

**Working at Fanshawe College**

Fanshawe College is committed to the principles of hybrid work and may offer this option to employees whose work can be performed in an alternate location, without adverse impact to the operations of the College, inclusive of our Student and Staff experience. Confirmation of hybrid work options available to you will be clarified upon hire and may be subject to change based on the duties required of your position. Successful candidates will be required to perform work within Ontario and must be available to work on campus, as required.

**Note:** This is a full-time temporary Support position until June 2, 2023 (35 hours per week).
 **Duties:** Under the daily guidance of the Work Team Coordinator (WTC), the incumbent provides excellent front-line service to customers in a high volume first contact area while adhering to all relevant procedures and Ministry and College policies, including Freedom of Information and Protection of Privacy Act (FIPPA). As first point of contact, the incumbent provides service to students, applicants, parents, and other customers. Customer inquiries include course registration questions, payment support and processing, and questions regarding student and applicant related processes. The incumbent provides services in the College call centre, responds to College emails and incoming online chats; assists customer to navigate College electronic access such as WebAdvisor and FanshaweOnline; answers routine inquiries received in the College’s generic email accounts, and processes mail and faxes for the Office of the Registrar. The incumbent also provides assistance in other areas of the Office of the Registrar as required.

**QUALIFICATIONS**

* Post-secondary 2-year diploma or equivalent in Business, Office Administration, or Public Relations
* Minimum 2 years’ experience in a computerized, high traffic, customer service environment, dealing with extensive information
* An equivalent combination of education and/or experience may be considered; preference will be given to applicants meeting the education requirements
* Experience with student registration systems preferred, especially Datatel’s Colleague
* Call Centre experience preferred
* Demonstrated strong organizational skills and attention to detail
* Demonstrated ability to work independently and as a team
* Demonstrated excellent verbal and written communication skills

**While transcripts are not required for the interview, they are mandatory prior to any offer of employment.**

**How to Apply**:

For more information and how to apply, please visit the Fanshawe College website at: <https://jobs.fanshawec.ca/>

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.

**Fanshawe College is an equal opportunity employer.  We are committed to equity, value diversity, and welcome applicants from diverse backgrounds.**

**Fanshawe College provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and the Recruitment Coordinator leading the recruitment will work with the applicant to meet the job applicant's accommodation needs.**