



Women Building Futures
Work Proud

10326 107 Street
Edmonton, AB T5J 1K2
Office 780 452 1200
Toll Free 1 866 452 1201

womenbuildingfutures.com

Customer Service Representative

Our Vision: Women Building Futures (WBF) is valued for empowering women to succeed in non-traditional careers, inspiring positive economic change for women and forever transforming the face of industry in Canada.

PURPOSE

Create a positive first impression with potential applicants of WBF through various methods (phone calls, emails, live chat and social media) and to provide consistent, exceptional customer support.

KEY ACCOUNTABILITIES & RESPONSIBILITIES

- Provide exceptional customer support through a variety of channels (phone, email, live chat and social media).
- Greet clients/students/visitors in a manner reflective of the WBF culture and effectively address their needs.
- Respond to information requests in a timely and effective manner.
- Manage Recruitment incoming and outgoing mail, emails, faxes, and phone calls.
- Maintain and update customer database for customers.
- Record details of customer contacts and actions taken.
- Compile customer tracking spreadsheets for Marketing.
- Participate in special projects/related duties as may be required to ensure the success of WBF.
- Actively support WBF's engagement of women in exploring, preparing for and successfully entering Alberta's trades workforce.

PERSONAL ATTRIBUTES

- Genuine desire to help others.
- Patient with a positive attitude.
- Organized with demonstrated initiative.
- Flexible, adaptable to continual change and shifting priorities.
- Resilient and persistent.
- Strong work ethic.
- Detail oriented.
- Trustworthy with confidential information.

KNOWLEDGE, SKILLS & ABILITIES

- Excellent communication skills (verbal and written) with strong attention to detail.
- Ability to complete repetitive tasks with a high level of accuracy and a positive attitude.
- Strong computer skills - proficient in Microsoft Suite 2010, databases, Customer Relationship software.
- Highly organized with the ability to focus on projects and deadlines.
- Ability to work as a contributing team member.
- Ability to prioritize and take initiative.
- Ability to manage stress well and be self-motivated.
- Ability to maintain confidentiality of sensitive information.
- Willingness to learn and take on new tasks as needed.



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EDUCATION & EXPERIENCE

- 2 years of work experience in a service oriented environment.
- Contact center or administration experience.
- Knowledge of Women Building Futures is an asset.
- Experience working with diverse groups of people.
- Post-secondary training or diploma in administration or related field.

ORGANIZATIONAL RELATIONSHIPS

- Recruitment Assistant Manager.
- Liaises with Recruitment, Programming, Administration and other staff as required.

Interested applicants can e-mail their cover letter and resume to Human Resources at careers@womenbuildingfutures.com. Please note only short listed candidates will be contacted.

Open until suitable candidate is found.