



#### **IDENTIFICATION**

Department	Position Title	
Finance	Customer Service Representative	
Position Number(s)	Community	Division/Region(s)
15-12692, 12699	Inuvik	Financial and Employee Shared Services, Beaufort Delta/Sahtu

#### **PURPOSE OF THE POSITION**

The Customer Service Representative provides support to current and former employees of the Government of the Northwest Territories (GNWT) through the Helpdesk telephone and email access.

The Customer Service Representative is responsible for answering inquiries, providing solutions and assistance within established GNWT regulations, employment agreements, policies and procedures, with the ability to engage the appropriate division or business units as required.

#### **SCOPE**

The Customer Service Representative provides support to current and former employees of the GNWT departments, the NWTHC, Boards, Agencies and Authorities. The position is responsible to assist in ensuring a timely response to client inquiries.

The Helpdesk is the main customer service point in the Department of Finance for GNWT employees, managers and third parties who require information, advice or assistance. The Customer Service Representative is responsible for creating a positive working relationship through active listening, assessing and problem solving with all clients and providing a consistently high level of client service.

GNWT Financial and Employee Shared Services is responsible for providing a range of financial services for all Departments of the GNWT, the NWTHC, Boards, Agencies and Authorities and includes operational offices in Yellowknife, Fort Smith, Hay River, Fort Simpson, Norman Wells and Inuvik. Under the shared services model, these responsibilities must be fulfilled for each respective client with often competing priorities, timelines and

workload demands.

Located in Inuvik, the Customer service representative is responsible for providing courteous and prompt information, ensuring consistent responses and adherence to business processes, government policies and financial regulations as part of a team to ensure all transactions are processed in accordance with Service Partnership Agreements. This position is one (1) of two (2) Customer service representatives that share these responsibilities across the GNWT regions.

## **RESPONSIBILITIES**

### **1. Provides courteous and prompt information ensuring consistent responses and adherence to all aspects of Financial and Employee Shared Services business processes, government policies and regulations as it pertains to the GNWT ERP components for payroll and benefits.**

- Ensures all responses are consistent in accordance with GNWT legislation, regulations, policies, directives and agreements.
- Assumes ownership of a request from the time it is submitted to the point it is either resolved, or needs to be referred to other divisions or business units to achieve resolution.
- Investigates common issues for internal and external clients.
- Audits and verifies transactions in the GNWT ERP system.
- Identifies issues and concerns, gathers information, and provides input to the team for processing transactions in a timely and accurate manner.
- Provides solutions and monitors the timely escalation of requests that require attention by a division or business unit.
- Provides HRIS (PeopleSoft) self-service assistance via telephone and e-mail.
- Recommends improvements to business processes based on continuous improvement philosophy.

### **2. Provides administrative support to the Division.**

- Assists with the documentation of frequently asked questions (FAQ).
- Performs projects and analyses as assigned.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

Many interactions with clients and colleagues happen in a 'crisis' mode, due to the nature of the Helpdesk. Unpleasant direct personal contact and situations are common, over and above what may be mitigated by the employer.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Working understanding of financial, benefits and compensation principles and processes
- Ability to listen, assess and problem-solve
- Ability to communicate courteously and effectively, both verbally and in writing
- Strong interpersonal skills, demonstrating patience and professionalism
- Working understanding of relevant regulations, acts, manuals and processes, and an ability to provide established explanations in a practical way
- Skilled in the use of office software applications
- Ability to organize time, meet deadlines, and prioritize conflicting demands
- Ability to gather and assess data, and see trends

### **Typically, the above qualifications would be attained by:**

Diploma in Office Administration or Business Administration or related field, and two years experience in a client service environment.

### **ADDITIONAL REQUIREMENTS**

#### **Position Security (check one)**

- ☐ No criminal records check required
- X Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

#### **French language (check one)**

- ☐ French required
- ☐ French preferred
- X French not required