



IDENTIFICATION

Department	Position Title	
Finance	Customer Service Representative	
Position Number	Community	Division/Region
15-13776	Inuvik	Financial and Employee Shared Services / Beaufort Delta

PURPOSE OF THE POSITION

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

SCOPE

Located in Inuvik the Customer Service Representative (CSR) reports to the Manager of Operations and provides support to current and former employees of the Government of the Northwest Territories (GNWT) departments, Boards, Agencies and Authorities. The CSR 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.

This position 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. The incumbent 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 GNWT Departments, Boards, Agencies and Authorities and includes operational offices in Yellowknife, Fort Smith, Hay River, Fort Simpson, Norman Wells and Inuvik. Many



interactions with clients and colleagues happen in a 'crisis' mode, due to the nature of the Helpdesk. The incumbent may experience unpleasant direct personal contact and situations.

Under the shared services model, these responsibilities must be fulfilled for each respective client with often competing priorities, timelines and workload demands.

RESPONSIBILITIES

1. Provide courteous and prompt information ensuring consistent responses and adherence to all aspects of Financial and Employee Shared Services (FESS) business processes, government policies and regulations as it pertains to the GNWT Enterprise Resource Planning (ERP) components for payroll and benefits.

- Ensure all responses are consistent in accordance with GNWT legislation, regulations, policies, directives and agreements.
- Assume ownership of a request from the time it is submitted to the point where it is either resolved, or needs to be referred to other divisions or business units to achieve resolution.
- Investigate common issues for internal and external clients.
- Audit and verify transactions in the GNWT ERP system.
- Identify issues and concerns, gather information, and provide input to the team for processing transactions in a timely and accurate manner.
- Provide solutions and monitor the timely escalation of requests that require attention by a division or business unit.
- Provide HRIS (PeopleSoft) self-service assistance via telephone and e-mail.
- Recommend improvements to business processes based on continuous improvement philosophy.

2. Provide administrative support to the Division.

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

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.



Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or the ability to acquire and apply knowledge of GNWT financial, benefits and compensation principles and processes.
- Knowledge of and/or the ability to acquire and apply knowledge of the Human Resources Information System (HRIS).
- Knowledge of and/or the ability to acquire knowledge of relevant regulations, acts, manuals and processes, and an ability to provide established explanations in a practical way.
- Customer service orientation and the ability to listen and respond positively in all contact situations.
- Skills relating to working collaboratively and cooperatively as an effective team member to achieve group and organizational goals.
- Ability to listen, assess and problem-solve.
- Ability to communicate courteously and effectively, both verbally and in writing.
- 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.
- Ability to act effectively and compassionately during crisis/ stressful situations.
- Ability to maintain calm, exhibiting controlled and professional behaviour.
- Ability to maintain awareness of the importance of confidentiality and keep personal and medical information private and confidential at all times.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A Diploma in Office Administration or Business Administration and one (1) year of experience in a client service environment.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

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



French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Indigenous language: Select language

- Required
 Preferred