

Customer Service Agent

Clerk R9

Out of Service – Casual On Call/Part-time
Employment Term Dates to be determined

ESIT Advanced Solutions Inc. (ESIT-AS) formerly known as HP Advanced Solutions Inc. delivers verifiably world-class business process and information technology outsourcing services in a professional and labour-friendly environment. ESIT Advanced Solutions was incorporated in May 2004 and is headquartered in beautiful British Columbia.

Where will a career with ESIT Advanced Solutions take you? To the leading edge of information technology, working with industry partners from around the world. At ESIT Advanced Solutions you will work with outstanding people in a challenging and dynamic environment. We strive to provide you with the tools, the training, and the opportunity to take charge of your future and take advantage of change to maximize client service and work within a centre of excellence.

As a [Victoria Innovation, Advanced Technology and Entrepreneurship Council \(VIATEC\)](#) member, ESIT Advanced Solutions supports the dynamic (two billion in revenue annually) Greater Victoria technology sector through innovative recruitment activities that encourage careers in technology.

We promote a diverse, equitable work environment and welcome employment applications from individuals of all backgrounds. Our employees enjoy competitive and comprehensive extended and group benefits and participate in a very progressive defined benefit plan through the BC Public Service Pension Plan.

ESIT Advanced Solutions is looking for community-minded, energetic, progressive individuals to join its Service Centre team on an on call/part time basis. The hours of work will be dependent on business needs and could be up to 35 hours weekly. The Revenue Services of British Columbia Contact Service Centre (CSC) serves the BC Ministry of Finance (MFIN) by acting as the front line communication channel to citizens for a variety of receivables management (current and past due debts) needs as well as providing other call Centre services, for a growing number of ministries. The CSC uses a selection of current-day technologies for communication, which are designed to operate within legislated regulations and company policy to meet and exceed our clients' fiscal and service objectives.

Responsibilities

Under the general direction of the Director, a Customer Service Agent is the first point of contact for citizens calling our Client ministries. This role answers general questions, performs basic account maintenance tasks, and transfers callers to specific ministry departments. Agents operate in a multi-channel environment which includes voice communication (inbound and outbound dialer campaigns), email and live chat.

For a more detailed description of this job including selection criteria, please [click here](#).

Application Information

If you have a hands-on approach, are committed to providing service excellence, and are looking for a rewarding and challenging career opportunity where you can be part of an exciting operation, we would like to hear from you!



Please ensure your application clearly identifies how you meet each of the stated qualifications, with particular emphasis on the education, training, and experience requirements. This information will be utilized in screening your application and determining whether you will be considered for the next stage of the recruitment process. Please also complete the required availability template and submit with your application.

Please [click here](#) for a copy of this form.

Qualified candidates are invited to forward their cover letter and resume, noting the position title and where they saw the position advertised, to Competition@dxcas.com.

An eligibility list may be created. Lesser qualified applicants may be under-implemented or appointed at a lower level.

All candidates will be paid an intern rate at Clerk R7 for the period equivalent to one year's employment (1827 hours). Upon reaching 1827 hours, employees will move to Clerk R9, Step 1.

Opportunities for full time employment may become available.

Due to the sensitivity of our Client, this opportunity is not eligible for remote work.

Job/Performance Expectations, Competencies and Core Values

All ESIT Advanced Solutions employees display a high level of effort and commitment and show mature judgement and tact while maintaining a professional and confidential manner at all times. Our employees demonstrate trustworthiness and responsible behaviour as well as an eagerness to learn and a willingness to accept direction and feedback. Persistence and an ability to seek alternatives and solutions, while working in a resourceful manner to accomplish reasonable and expected work goals is a must. On call work during non-core hours may be a requirement for this position.

Key competencies for all ESIT Advanced Solutions employees include customer focus, integrity and trust, ethics and values, motivating others, driving for results, building effective teams, priority-setting, decision quality, business acumen, and organization skills.

ESIT Advanced Solutions employees also adhere to the following four Core Values:

- **Exemplify Professionalism:** We uphold a respectful and respected workforce.
- **Embrace and Champion Change:** We enthusiastically participate, collaborate, innovate, and welcome change.
- **Encourage and Take Initiative:** We are an engaged and progressive workforce promoting personal and professional growth.
- **Personify Integrity:** We are reputable and productive which builds the foundation of our success.

<i>Employment Type:</i>	<i>Casual Part Time/On Call up to 35 hours per week</i>
<i>Union/Non-Union:</i>	<i>Union - BCGEU</i>
<i>Salary Grid Level:</i>	<i>Level 7, Salary Schedule 1</i>
<i>Hourly Salary:</i>	<i>\$22.12 - \$24.93</i>
<i>Office Location:</i>	<i>Victoria, British Columbia</i>

ESIT Advanced Solutions Inc. is located at the beautiful Vancouver Island Technology Park (VITP) - home to the greatest concentration of technology companies on the island and offering amenities that allow its people to be healthy and happy in the workplace. To learn more about VITP and its amenities, visit <http://vitp.ca/about-vitp/about-us/>.