
Position Title	Customer Service Representative (CSR)
BCGEU Grid Level	7
Department	Contact Centre
Reports To	Supervisor

Role Summary

Contact Centre CSR's spend their day answering calls from people who have questions related to our provincial health care system – HIBC. Our telephone system queues and monitors thousands of calls per day, therefore, CSR's are expected to meet call handling targets.

CSR's are required to learn and use a variety of computer applications. They are also required to understand a large volume of policies, to explain them accurately, and to comply with them.

As the "face" of HIBC, CSR's will handle all calls pleasantly and professionally, even those that are more difficult in nature.

Key Responsibilities

1. **Answer and complete public and provider calls** within 3:30 minutes to meet our *Average Speed of Answer* SLR of under 3 minutes and to provide excellent customer service.
2. **Understand and comply to MAXIMUS, legislated and client policies** and work procedures accurately, 98% of the time to meet our *Quality* SLR and to provide excellent customer service.
3. **Adhere to your work commitment and daily schedule 95% of the time** so that MAXIMUS can meet it's business goals efficiently and reliably.
4. **Manage your interactions** with callers, clients and colleagues respectfully, collaboratively and professionally to contribute to a harmonious, productive work environment.

Education and Experience

Before Hiring

- high school diploma or GED Equivalent, including a 65% grade in Grade 12 English and Math, may be subject to standardized testing
- proficiency in basic computer skills, ability to operate standard office equipment
- call centre experience preferred

Understand the Principles of

- call control and customer situational judgment
- customer service
- plain language communication
- professional, pro-social inter-relations
- privacy and security of personal information

After Hiring

- Basic knowledge of MSP and Fair PharmaCare policies

Core Competencies (Technical Skills and Abilities)

Systems Use (B=basic A=advanced, E=expert)

MS Word: **B** Outlook: **B** Blue Pumpkin: **B** CCA: **B** MaxImage: **B** R&PB: **B** Reg Desk: **B**

1. Answer public and provider calls.

- a. verify callers and validate the information they provide
- b. articulate client policies clearly, neutrally, and quickly
 - for 'Foreign Language' CSR's: articulate fluently in a designated language
- c. assist callers in the use of on-line forms and in submitting applications and documentation
- d. assist with creation and maintenance of keywords for electronic health records
- e. confirm patient eligibility for MSP
- f. control calls
- g. escalate system issues
- h. track completed calls in CCA
- i. compose emails, call tickets, etc. that are clear, informative and to the point
- j. perform repetitive tasks and answer repetitive questions
- k. use a computer for long periods of time
- l. enter data at a speed of at least 40 wpm with a 98% accuracy

2. Understand and comply to policies/procedures set by MAXIMUS, legislation and our clients.

- a. comply to all regulations, policies and procedures, with minimal intervention
- b. learn new policies, procedures and computer applications within designated timelines
- c. escalate work or issues that are beyond the level you are assigned
- d. report non-compliance of policies and procedures, regardless of the cause

3. Adhere to your work commitment and daily schedule.

- a. manage personal time with minimal impact to work time
- b. track, update and adhere to schedules
- c. request changes to your schedule as soon as you are aware of them, and with consideration of our planning needs
- d. perform the work you are assigned within the designated targets and/or deadlines
- e. report your time accurately, in the appropriate system, within deadlines

4. Manage your interactions with callers, clients and colleagues.

- a. articulate concerns, ideas and opinions in a professional manner
- b. de-escalate emotionally charged situations/calls
- c. utilize pro-social skills (using manners, negotiation, problem solving, smiling, etc.)
- d. participate in meetings and collaborations with good intent

Competency Profile

This Profile includes all the Core Technical and Knowledge competencies listed above, and the following:

Interpersonal Competencies

Relating Skills

- approachability
- interpersonal savvy

Managing Diverse Relationships

- boss relationships
- customer focus

Being Open and Receptive

- composure
- humour
- listening
- patience

Demonstrating Personal Flexibility

- personal learning
- self-development
- self-knowledge

Business Competencies