



Title: Customer Contact Representative II DL
Location: Victoria, BC

Position Highlights

Function: Call center role in Driver licensing. To provide customer service for enquiries regarding motor vehicle related registration, licensing, claims and insurance, and road safety initiatives

Bring your high energy and enthusiasm to our fast paced contact centre where achieving First Call Resolution is a key customer service target. The Customer Contact Representative II Driver Licensing will provide first contact customer service for a diverse range of enquiries related to motor vehicle registration, claims, licensing, insurance and road safety initiatives.

Exceptional customer service skills along with the ability to multi-task and think critically are essential. Strong analytical, listening, questioning, and organization skills are also required. Previous contact centre experience is strongly preferred. A Chartered Insurance Professional (CIP) designation would be an asset as would knowledge of driver services, claims, insurance and/or road safety initiatives. Please note these positions require sitting for extended periods of time and wearing a telephone headset.

Shifts will be scheduled within the hours of operation. Hours of operation will be dependent upon location.