

Clerk 4

Job Description

CLASSIFICATION JOB INFORMATION

SAP Job ID: 90002055

Position/Classification Title: Clerk 4

Pay Grade: CL 22

Add-On Eligibility: True

Standardized: No

Inactive: No

Date Last Evaluated: 2/13/2025

JOB INFORMATION

Job/Working Title: Senior Customer Service Representative

Department: Service Nova Scotia

Division/Section: Citizen Services/Business Registration Unit (BRU)

Reports To (Position Title): Manager In-Person Services - 90000986 or Customer Service Leader - 90003151,90003128,90003404

Exclusion Status: Non-Excluded

OVERALL PURPOSE

The Senior Customer Service Representative (SrCSR) is responsible for the coordination, investigation and provision of information of various government sponsored programs.

Responsibilities include assisting in the delivery of new and existing programs, assisting in the investigation and resolution of complaints, assisting applicants regarding eligibility for existing programs, providing subject matter expertise (subject matter expertise pertains to multiple complex government programs including Registry of Motor Vehicles (RMV); Registry of Joint Stocks (RJSC), Residential Tenancy and Citizen Rebates); requiring judgement, decision making and assistance with complex transactions.

The SrCSR provides support to the Customer Service Leader (CSL) and Manager with respect to the reporting and recording of absences, distribution of work, auditing/quality review, orientation, training, coaching, assessments, scheduling, and guidance and supervision of Customer Service Representatives (CSR). The SrCSR promotes a positive, team-based approach with a concentration on quality and efficient customer service to ensure service targets are met, quality is achieved, and system controls are adhered to.

May perform the duties and responsibilities of the CSL in their absence.

KEY RESPONSIBILITIES

Assists CSRs with complex questions and escalated client situations in providing service for multiple programs. Based on extensive training and experience related to the subject areas and to customer service delivery, coaches the CSRs in the appropriate policies to determine client needs and whether the applicant requests meet the program eligibility requirements. Escalates to operation support groups and program owners, when required.

Maintains expert knowledge of multiple systems including, but not limited to, RMV, Amanda, REGSYS, Vital Ware, TIMS, and the Avaya system, up to date knowledge of programs delivered, and regularly uses computer applications for investigation of complex inquiries and quality assurance. Addresses technical issues associated with computer applications and equipment with a focus on minimizing disruptions to customer service and implements contingency plans to meet service level agreements during equipment/software failures.

