

**CONTROLLED DOCUMENT**

Document Name	<b>Job Description – RSVP –User Support Representative</b>		
Reference / Version	V: 0.1	Owner	People & Culture
Publish Date		Classification	Internal



<b>Last updated:</b>	
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**Job Specifications:**

<b>Job Title:</b>	<b>User Support Representative</b>
<b>Location:</b>	Remote
<b>Reports to:</b>	User Support Team Lead
<b>Travel Requirements:</b>	None

**Role Summary:**

The User Support Representative will provide front line support for the RSVP program by responding to inquiries from users regarding appointment changes, claim related questions, and basic technical issues regarding the Participant Portal via telephone and Secure Message. The User Support Representative will diagnose problems through discussions with users and will resolve straightforward issues and create tickets in the ticketing system for more complex problems.

**Key Performance Indicators:**

<b>Customer/ Stakeholder Satisfaction</b>	<ul style="list-style-type: none"><li>• Maintain professionalism when working with non-digitally literate users</li><li>• Actively participate in achieving the highest level of customer service</li></ul>
<b>People &amp; Team Satisfaction</b>	<ul style="list-style-type: none"><li>• Work collaboratively with the team to deliver program requirements</li></ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"><li>• Accurately triage support issues and enter tickets in ticketing software</li><li>• Maintain User Support Call Centre Service Standards</li></ul>

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## Key Responsibilities:

<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Respond to inquiries ranging from claims questions to first tier technical issues from users via phone and Secure Message</li> <li>Liaise with claims team to resolve claims related issues</li> <li>Engage in active listening with callers and confirm or clarify information</li> <li>Document participant claims inquiries</li> <li>Triage Secure Messages, create ticket for Claims Team and maintain tracking spreadsheet to ensure all messages are responded to and tickets resolved</li> </ul>
<b>Technical</b>	<ul style="list-style-type: none"> <li>Identify and troubleshoot technical difficulties</li> <li>Password resets</li> <li>Log issues in ticketing system</li> </ul>
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

## Required Competencies:

<ul style="list-style-type: none"> <li>Critical Thinking</li> <li>Customer Service Focus</li> <li>Written and Verbal Communication Skills</li> <li>Empathy</li> </ul>	<ul style="list-style-type: none"> <li>Functional/technical expertise</li> <li>Listening</li> <li>Problem Solving</li> <li>Research skills</li> <li>Patience</li> </ul>
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## Essential Requirements:

- Flexibility in work hours Monday - Friday (operational across all time zones across Canada)
- Experience in customer service, call centre or help desk
- Strong digital literacy skills and ability to navigate unfamiliar software
- Quiet distraction free workspace
- Excellent communication and active listening skills
- Employment conditional on obtaining a criminal record check and federal Reliability Status Security Clearance

## Preferred Criteria:

- Bilingual (English and French)
- Commitment to continuous learning

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