

Position Description – Service Centre Specialist (Employment Ontario)

Position Description

Position title	Service Centre Specialist
Location	Remote (EST)
Reports to	Service Centre Manager
Direct reports	N/A
External Stakeholders	Service Provider Network, Jobseekers, Employers, and Service System Manager team
Travel requirements	N/A

Position purpose

The Service Centre Specialist is a customer-focused role, managing centralized referrals, highlighting the benefits of Integrated Employment Services and achievement of program outcomes. This is a support role for our Service Provider Network, Jobseekers, Employers, and Service System Manager team. This role is integral to the success of the program, better connecting people to the supports they need.

In addition to excellent customer service skills, this role will be required to document interactions and track & monitor activities, targets, and follow-ups. This role's goal is to transition interested inquiries into satisfied clients.

Success measures

Customer/ Stakeholder Satisfaction	<ul style="list-style-type: none"> Meet or exceed Customer Service requirements, ensuring customer calls are answered and assisted to achieve first call resolution.
Operational Performance	<ul style="list-style-type: none"> Ensure all follow up emails, calls, SMS & chat are actioned within 24 business hours Ensure clients are scheduled within 1 week of referral Ensure Pending rate of no more than 50 referrals at a time. Ensure 2 day & 2-week TRF standards are met. Ensure SA referral are contacted 24 hour from referral.

Key Responsibilities:

General:	<ul style="list-style-type: none"> Provide a range of centralized support services to WCG and its Service Providers staff, Clients, employers, and other stakeholders (both inbound and outbound) Always deliver exceptional customer service Develop a strong understanding of WCG's contract, guidelines, policies, and process Undertake standard and ad hoc data entry tasks Effective use of WCG's Case Management System and other systems and databases Maintains and improves quality results by adhering to standards and guidelines,
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	<ul style="list-style-type: none"> recommending improved procedures. Filing, mailing and other administrative tasks
Client Referrals:	<ul style="list-style-type: none"> Administer Client referrals received from external partners and ensure allocations to WCG and its Service Providers are within required timeframes Liaise with Clients, staff, and other internal and external stakeholders regarding Client referrals Provide support to resolve Client complaints, disputed referrals and any other areas related to Client referrals
Support	<ul style="list-style-type: none"> CaseFLO Champions Working Group (support with testing, new enhancements) Participate in Program Drop-In sessions Support with development of new tools and resources, as Subject Matter Experts, and continual improvement initiatives
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

Required Competencies:

<ul style="list-style-type: none"> Customer Service focus Action oriented Written Communication Verbal Communication 	<ul style="list-style-type: none"> Results-focused Listening Time management Problem solving Conflict resolution
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Capabilities and experience

- Strong customer service skills and ability to overcome objections
- Proficient in MS Excel and Word
- Able to maintain composure during difficult and high-pressure situations.
- Development of enhanced tools & resources (EO Works, Case Management System)
- Ability to think outside the box.
- Ability to pivot and lead change management

Preferred Criteria:

- Bilingual (English and French)
- Experience working or delivering Employment Ontario programs



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada’s diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.