

Position Title: (Unifor Class Code 4607) Customer Service Representative – Inspections

Job Summary:

Reporting to the Manager of Business Administrative Services, this position performs a wide variety of administrative support services ranging from complex to routine. The Customer Service Representative will be in daily contact with the public, trades people, and officials from other government departments and will be part of a team that interacts effectively and professionally with clients both in-person and on the telephone.

Key Responsibility Areas

Customer Service Responsibilities:

- First line contact for client inquiries interpreting and explaining the permitting and inspection requirements and procedures as they relate to relevant Acts and Regulations and/or referring clients to appropriate sources
- Receive payments, issue refunds, prepare invoices and initiate contact for the production and collection of payments
- Receive, investigate and respond to customer inquiries
- Process customer home wiring applications
- Process gas and electrical permits, both over the counter on on-line
- Maintain a working knowledge of departmental systems, processes, policies and procedures and identify and recommend areas of improvement
- Maintain files and records associated with the department
- Assist with the development of training for the department
- Assist in coordination of inspections activities for field staff throughout the province
- Search and compile data for contractor audits and prepare spreadsheets
- Maintaining accurate and up to date records in client databases, on-line permitting
- Identifies, recommends, documents and maintains process and related documentation and integration with other program areas as necessary
- Respond to legal searches by searching for and providing requested permit
- Receive and assess reports on hazardous conditions
- Participates in special project teams as they are identified

Note: a Bachelor's Degree, Diploma, Certificate or Program in Business Administration, or equivalent and/or two (2) years of administrative, customer support and/or customer service experience, is preferred. **Knowledge of applicable acts, regulations and legislation, pertaining to gas & electrical inspections is an asset**

Skills & Abilities:

- Provide exemplary customer service in a fast-paced environment; and the ability to remain focused through several interruptions and distractions in the immediate work area.

- Ability to cooperate and deal tactfully with other staff and the public
- Aptitude for accuracy and detail
- Ability to implement and make sound decisions
- Ability to use standard corporate software applications (Word, Excel, etc.)
- Ability to work independently or as part of a team
- Ability to manage multiple, conflicting priorities, and meet deadlines as required
- Knowledge of applicable government regulations, acts, legislation, policies, procedures, and guidelines in different program areas

Those interesting in applying should submit a resume and cover letter **via email** by Thursday, January 21, 2021 to:

Technical Safety Authority of Saskatchewan
Human Resources
2202 2nd Avenue
Regina, SK S4R 1K3

Email: hr@tsask.ca