



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## Officer, Contact Centre Services (Position Can Be Located Anywhere In Canada)

<b>Job ID</b>	<b>11-B2-9E-06-60-88</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=11-B2-9E-06-60-88">https://careers.indigenous.link/viewjob?jobname=11-B2-9E-06-60-88</a>	
<b>Company</b>	Canada Mortgage And Housing Corporation (CMHC)	
<b>Location</b>	Multiple, Across Canada	
<b>Date Posted</b>	From: 2019-11-27	To: 2019-12-27
<b>Job</b>	Type: Full-time	Category: Office
<b>Languages</b>	Bilingual (English And French)	

### Description

Sector: Client Operations

Language Designation: Bilingual

Language Skill Levels (Read/Write/Speak): CBC

Salary Range: \$53795.00 to \$67243.75

Position Status: Temporary Full Time

Weâ€™re not your typical government agency

Canada Mortgage and Housing Corporation (CMHC) exists for a single reason: to make housing affordable for everyone in Canada. Weâ€™re mobilizing the expertise and energy of governments, non-profits, lenders, developers, social entrepreneurs and co-ops to create the future of housing. At CMHC, we believe that everyone in Canada should have a place to call home.

Experience a Results-Only Work Environmentâ„¢ (ROWEâ„¢)

At CMHC, we trust you to get the job done. Weâ€™ve shifted from managing people to managing work. Each employee is 100% autonomous and 100% accountable. You can choose where you need to be and when you need to be there to meet your objectives. Youâ€™re in control of your time and are trusted to make the right decisions.

About the role

Weâ€™re constantly evolving to build an inclusive housing system through research, design, innovation and partnerships. This 18 month contract position is responsible to ensure a positive, solution-oriented and dynamic experience to our clients by providing accurate information. This includes answering client inquiries and issues, ensuring that complete and accurate information and service is provided in a timely manner, which will help us make housing affordable for everyone in Canada.

What you will need

- \* Post-secondary education or degree or relevant experience in business marketing, public relations, communications.
- \* Minimum 3 of years experience in a customer service-oriented role.
- \* In-depth understanding of CMHC products and services.
- \* Results-driven, enthusiastic and technology-savvy team player.
- \* Demonstrated superior written and verbal communication skills in both official languages.
- \* Strong interpersonal and excellent customer service skills and telephone etiquette.
- \* Knowledge of information technology and information
- \* Strong critical thinking and analytical skills, remains calm under pressure.
- \* Working in a fast paced, high volume environment.

What you will be doing

- \* Actively participates and contributes ideas within a motivating team environment. Takes part in an open communication culture while achieving goals, set tasks and meeting deadlines.
- \* Supports the overall direction of CMHC's key priorities and brand philosophy.
- \* Liaises with business partners to modify/develop new and/or existing information and channel delivery approaches to clients.
- \* Ability to work in a virtual team environment, ensuring client queries or concerns are rapidly addressed and resolved.

- \* Observes, documents and reports on client feedback/concerns and provides practical solutions to evolve and continuously improve upon client service experience.
  - \* Effectively communicates with internal and external clients in both official languages to obtain and/or provide information and represents the Corporation and its interests as necessary. Seeks to enhance client service experience in all client interactions.
  - \* Results-driven, enthusiastic and technology-savvy team player.
  - \* Excels in client service excellence, respect, integrity and professionalism, while remaining calm under pressure.
  - \* Reports customer complaints/feedback/suggestions, ensuring accuracy and completeness of data to the Team Lead. Assist where required in the creation of reports on trends and topics from customer inquiries and proactively collaborate with business partners to address questions and complaints.
  - \* Provides customer service to CMHC's business partners in a knowledgeable and professional manner via phone, written correspondence and social and on-line interactions. Provide high quality customer service within the context of social and on-line interactions.
  - \* Optimizes the services deployed through effective use of people, processes and technology.
  - \* Demonstrates her/his ability to come up with workable solutions for clients for any problems brought to their attention.
  - \* Adheres to service level agreements with respect to responsiveness to customer inquiries and/or complaints. Assists with the preparation of regular reports on response rate, volumes and other metrics as defined by CMHC.
- Note that this position will require shift work.

### **How to Apply**

Does this sound like you

Click the "apply now" button and create an account (it should take about 30 seconds). We're excited to hear from you!

Job Requisition ID: 4260

Primary Location: Ottawa, Ontario

Other Location(s): Position can be located anywhere in Canada

Security Requirement: Reliability Status

Travel Requirement: Travel not required

We sincerely thank all candidates for their interest, however, please note that only those applicants selected for further consideration will be contacted.

### **Diversity**

CMHC is an employer that values diversity and encourages the learning and use of both Canada's official languages.

CMHC is committed to employment equity and actively encourages application from women, Indigenous people, persons with disabilities and visible minorities

\*If selected for an interview or testing, please advise us if you require an accommodation.