

# International Education Customer Service Representative (Term)

## Centre for International Education and Global Partnerships

Applicants are to clearly demonstrate how they satisfy the selection criteria in their written submissions and must identify the competition number they are applying for in the subject line of the email.

This competition may be used to establish a 12 month eligibility list of qualified candidates for future vacancies.

### DUTIES

The International Education Customer Service Representative (CSR) provides the first point of contact support to international and prospective students, the Centre for International Education & Global Partnerships (CIEGP) Department and its partners, visitors, and other College stakeholders to improve the student experience and delivery of College services.

Activities include advising and assisting customers with their in-person, phone, and email inquiries to maintain high levels of customer satisfaction. The position is responsible for the frontline service of CIEGP's fast-paced and dynamic environment to help provide the support and information needed for international students to meet their career and educational goals. The CSR provides administrative support for other CIEGP team members at the Notre Dame and Exchange District campuses and should be motivated, organized, flexible, and able to multi-task and prioritize workloads.

### REQUIRED QUALIFICATIONS

- Experience and ability to deliver exceptional customer service for in-person, phone, and email inquiries
- Ability to perform tasks independently and as part of a culturally diverse team
- Knowledge of, and experience with, student information systems and MS Office applications
- Excellent verbal, written, and interpersonal communication skills
- Effective organizational skills and the ability to work well under pressure and multi-task in a fast-paced environment
- Ability to work professionally with staff, students, and the public while maintaining confidentiality
- Effective administrative skills to support CIEGP managers, recruiters, and student supports
- Intermediate computer application and database skills, including Microsoft applications such as Word, Excel, PowerPoint, Outlook & Access
- Fluent in at least one of the following languages (both verbal and written): Spanish, Portuguese, Mandarin or Vietnamese
- Values Diversity, Equity, and Inclusion
- Commitment to lifelong learning

### ASSETS

- Certificate/Degree from a post-secondary institution, preferably in Business Administration
- Experience working with Colleague and Recruiter systems
- Experience working with confidential records and knowledge of FIPPA
- Knowledge of and experience with RRC policies, procedures, and RRC Education Programs

### CONDITIONS OF EMPLOYMENT

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and/or weekends
- May be required to work at various RRC campuses

RRC Polytech campuses are located on original lands of Anishinaabe, Cree, Ojji-Cree, Dakota, and Dene peoples, and on the homeland of the Métis Nation.

### COMPETITION NUMBER

2022-097

### CLOSING DATE

Until Filled

### SALARY

\$39,453 - \$53,997 per annum

### POSITION LOCATION

Exchange District Campus  
(Winnipeg, MB)

### POSITION TYPE

Full-Time, Term Position Available  
Anticipated up to October 31, 2022  
Possibility of an Extension

### APPLY ONLINE AT

[rrc.ca/careers](http://rrc.ca/careers)

RRC Polytech is a leader in applied learning and innovation. Our talented team of employees is passionate about education, innovation and student success. We offer competitive salaries, extensive benefits and the opportunity for personal and professional growth in a rewarding career.

At RRC Polytech we are committed to fostering an inclusive environment, where all employees and students feel valued, respected and supported. We aspire to have a workforce that is representative of the diversity within our communities, and welcome applications from women, Indigenous persons, racialized persons, persons with disabilities, persons of all sexual and gender identities and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

If you require this information in an alternate format, please contact [humanresources@rrc.ca](mailto:humanresources@rrc.ca).



RRC Polytech is committed to providing accessible employment, and ensuring that our recruitment, assessment and selection process is barrier free. If a candidate requires accommodation during the hiring process, Human Resources Services will work with the individual to meet their needs. We thank all applicants for their interest, but only those selected for an interview will be contacted. For more information and other employment opportunities, visit [rrc.ca/hr](http://rrc.ca/hr)