

**Service New Brunswick
Customer Service Representatives
Casual Opportunity
Administrative Services Level 3
Fredericton**

Service New Brunswick is seeking individuals to join the Fredericton Service Centre as Customer Service Representatives.

Reporting to the Service Centre Manager, the Customer Service Representatives, while using a variety of computerized databases, will be responsible to provide over-the-counter government services to the public in accordance to related acts, policies, and procedures. Responsibilities will include but are not limited to:

- assessing the needs of clients
- examining and verifying provided information and attest or witness its validity
- accessing and processing computerized forms
- updating databases
- processing payments, cash handling and balancing
- performing other related tasks as required

ESSENTIAL QUALIFICATIONS: High school supplemented by a one-year related post-secondary diploma plus a minimum of three years of related work experience. Subject to the response to this competition, an equivalent combination of training and experience may be considered, or the required years of experience may be increased.

Written and spoken competence in English and French is required.

Applicants must clearly demonstrate the essential qualifications to be given further consideration. Please state your language capability on your application and ensure that preferred language for assessment is clearly identified.

ASSET QUALIFICATIONS: Preference may be given to candidates who demonstrate they have training or experience in one or more of the following areas:

- processing complex computerized transactions
- computerized cash handling, balancing and reconciliation
- explaining regulated procedures to clients
- dealing with difficult customers

Subject to the response to this competition, candidates may be required to demonstrate on their application one or more of the asset qualifications in addition to the essential qualifications in order to be given further consideration.

OPERATIONAL REQUIREMENTS: The successful candidate must be eligible for appointment as Commissioner of Oaths. Some weekday evening and Saturday morning work hours may also be required. Some travel and work hours may be requested in other service centre locations as needed.

BEHAVIOURAL COMPETENCIES: The successful candidate will possess the following behavioral competencies:

- Analytical Thinking/Judgment
- Client Service Orientation
- Commitment to Learning
- Effective Interactive Communication

- Results Orientation
- Self-Confidence
- Teamwork and Cooperation

TECHNICAL COMPETENCIES: The successful candidate will possess the following technical competencies:

- Ability to Use Office Technology, Software and Applications
- Records and Information Management

NOTE: To be given consideration under this competition, you must demonstrate on your application how, when and where you acquired the qualifications required for this position. Your résumé must present education and work experience in reverse chronological order, with work experience detailed in both months and years, and whether it was part-time or full-time (e.g. May 2000 to June 2004 — full-time).

This competition may be used to fill future vacancies at the same level.

Candidates registered with the [Equal Employment Opportunity Program](#) and veterans, who demonstrate they are among the most qualified, shall be given preference at the time of appointment. We are an Equal Opportunity Employer and we promote a scent-reduced environment.

Hourly Rate: \$19.56 - \$23.71 – Administrative Services Level 3 – Administrative Assistants, Clerical and Regulatory, Office, Data Processing and Duplicating Equipment Operation.

We encourage applicants to apply on-line at www.ere.gnb.ca **or** by email at HR-RH@snb.ca indicating competition number: **2017-SNB-468**.

THIS COMPETITION WILL REMAIN OPEN UNTIL POSITIONS ARE FILLED.

We thank all those who apply, however, only those selected for further consideration will be contacted.