



The Alberta Construction Safety Association (ACSA) is a registered independent not-for-profit organization whose Mission is “to provide quality advice and education for the construction industry that will reduce human suffering and financial costs associated with workplace incidents.”

If you are interested in opportunities for professional growth in a dynamic industry, while enjoying a friendly environment, this position may be for you!

Client Services Representative

Position Purpose

As an enthusiastic team member, your role as a Client Services Representative will be to interact with clients through telephone and online interactions. By acting as a liaison you will provide our members with information on the various aspects of our organization. Our goal is to ensure excellent service standards to maintain high customer satisfaction.

Duties and Responsibilities

- Answer inbound client calls and emails
- Set up new client accounts and update existing client information in our record management system
- Assist clients with navigation of our external applications and online courses
- Assist clients with creating a course schedule, enrolment and processing payment
- Provide clients basic technical support for online courses

Qualifications

- **Education:** High School diploma or GED, Post-secondary education in a related field preferred
- **Experience:** 2 – 4 years of previous experience in a customer service role

Required Skills and Abilities

- Familiar with Microsoft Office Suite
- Strong verbal and written skills
- Well-developed interpersonal and conflict resolution skills
- Able to work independently or as a team
- Excellent time management and organizational skills

Job Type/Hours of Work: Permanent / 40 hours per week

Job Location: Calgary Campus
292060 Wagonwheel Link
Rocky View, AB T4A 0E2

Interested applicants may send their resume to: careers@youracsa.ca

Closing Date: June 19, 2017

Only those applicants invited to participate further in the hiring process will be contacted.