CUSTOMER SERVICES ASSISTANT

Position: Customer Services Assistant

BC Ministry of Labour and Citizens’ Services
Unit: Customer Services & Strategic Planning Services
Division: Accommodation and Real Estate Services

SELECTION CRITERIA

Education/experience
• A combination of four years administrative education/training/experience.
• At least 3 years secretarial/administrative support experience with direct customer service responsibilities, or an equivalent combination of education and experience.
• Experience in maintaining databases and filing systems.
• Experience in conducting basic research, report-writing, financial and budget management.
• Proficiency with Microsoft Office suite of applications, Word, Excel, PowerPoint, Outlook, Explorer and other standard computer applications, including Adobe Acrobat.

Knowledge
• Knowledge of general government office practices and procedures.
• Knowledge of basic financial management and budgeting principles and practices.
• Knowledge of shared services as new government direction for delivering citizens’ services, an asset.
• Knowledge of Visio 2003 (or equivalent CAD/drawing application), an asset.

Abilities/skills
• Excellent keyboarding skills (equivalent to 50 wpm keyboarding speed).
• Ability to think independently and make routine decisions on behalf of the supervisor.
• Ability to perform a high volume of work accurately and promptly under pressure.
• Tact, diplomacy and discretion in dealing with confidential information and in working in a professional environment.
• Excellent inter-personal and communication skills: proven effective written and verbal communication.
• Above average organizational skills and ability to prioritize work assignments and meet deadlines.
• Ability to work in a team environment or independently.
• Demonstrated ability to establish and maintain effective working relationships with a variety of internal staff and external clients.

Competition: LC20XX:39877
Closing Date: 20XX-02-09
Apply to: Accommodation and Real Estate Services, 3350 Douglas Street, Victoria BC V8Z 3L1
Contact: Marissa del Gado

NOTE: This is just an excerpt of the full posting. BC government job postings are often several pages long. When preparing your cover letter and resume for a BC government posting, focus your content on the information indicated in the “Selection Criteria” section, which is located near the end of the posting.