



Provincial Job Description

TITLE: (526) Inquiry Services Representative **PAY BAND:** 10

FOR FACILITY USE:

SUMMARY OF DUTIES:

Provides client support and guidance on a range of system, program and process matters such as Payroll, Compensation, Benefits, Scheduling, Human Resources, Employment, Policy clarification, direct access and other programs.

QUALIFICATIONS:

- ◆ Office Administration Certificate

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Intermediate computer skills
- ◆ Intermediate keyboarding skills
- ◆ Interpersonal skills
- ◆ Organizational skills
- ◆ Communication skills
- ◆ Ability to work independently and as a member of a team
- ◆ Problem solving skills

EXPERIENCE:

- ◆ **Previous:** Twelve (12) months previous related experience to consolidate knowledge and skills.

KEY ACTIVITIES:

A. Solve/Refer Inquiries

- ◆ Responds to inquiries from customers regarding a range of system, program and process matters by using knowledge documents or referring to appropriate program or service.
- ◆ Promotes direct-access as appropriate (e.g., update personal data, sourcing policies and procedures).
- ◆ Creates, maintains and updates cases within databases.

B. Information System Maintenance

- ◆ Documents inquiries and subsequent resolutions.
- ◆ Identifies where knowledge management documents need to be updated.
- ◆ Conducts various Quality Assurance audits.
- ◆ Communicates directly with a variety of support agencies to update information in the various systems/programs.
- ◆ Documents the encounter accurately in various systems/programs according to established procedures.
- ◆ Enters or searches for demographic data in various systems/programs.
- ◆ Enters and/or updates data as appropriate, checks information entered for accuracy, locates errors and/or omissions and corrects as required in accordance with standard procedures.

C. Release of Information

- ◆ Responds to written and verbal requests for release of information in accordance with national/provincial legislation.
- ◆ Maintains confidentiality and security of information.

D. Related Key Work Activities

- ◆ Performs general office duties (e.g., photocopying, scanning).
- ◆ Compiles statistical reports.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: May 16, 2024