



# Provincial Job Description

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**TITLE:**  
**(526) Inquiry Services Representative**

**PAY BAND:**  
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**FOR FACILITY USE:**

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**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 Interpretation, 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

**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.
- ◆ Promote direct-access as appropriate (e.g., update personal data, sourcing policies and procedures).
- ◆ Maintains and updates 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 region policies and national/provincial legislation.
- ◆ Maintains confidentiality and security of information.

### **D. Related Key Work Activities**

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

*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:**

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**SGEU:**

**SAHO:**

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**Date: November 5, 2019**