



**CAPSC**  
**Safety**  
**Services**  
MANITOBA

# Customer Service Representative

Application Deadline: February 12

3 - 1680 Notre Dame Avenue  
Winnipeg, MB R3H 1H6  
P (204) 949.1085  
F (204) 956.2897

**Safety Services Manitoba** is the province's leading not-for-profit safety and health services provider offering tailored, customized safety services designed to meet our clients' specific safety needs. We promote a culture of safety and health by delivering coordinated, comprehensive services throughout Manitoba in Occupational Safety, Road Safety and Community Safety.

SSM currently has an opportunity available for a Customer Service Representative in Winnipeg. This is a full time position.

**The Customer Service Representative (CSR)** provides a valuable link between our customers and Safety Services Manitoba. The CSR is directly accountable to the Director of Road Safety for the performance of front line duties including greeting our clients as well as handling all incoming telephone calls, faxes, and e-mail enquiries. The CSR is also responsible for responding to customer enquiries and making sure any problems they are experiencing are resolved in a timely manner. The ability to work in a team environment is most important.

## Responsibilities

- Answer incoming calls and enquires as well as identify sales opportunities to cross-sell services.
- Handle registrations by telephone, in person, and mail of courses offered by Safety Services Manitoba including payments, mailing out registration forms, and correspondence to students.
- Process accounts receivable payments and fax/e-mail receipts to clients.
- Provide support in getting training materials ready for both on-site and off-site occupational and road safety courses.
- Supporting the promotion and organizing of Road Safety programs throughout the province.

## Qualifications

- The successful candidate must possess excellent computer skills (Microsoft Office data entry), writing, verbal, and interpersonal skills.
- Previous experience in a Customer Service Centre and Sales environment is a definite asset.

To apply for this position, please submit your resume and cover letter by **February 12, 2012** to:

**Mr. Larry Redmond**

**Director of Road Safety**

**3-1680 Notre Dame Avenue**

**Winnipeg, MB R3H 1H6**

**Fax: 956-2897**

**Email: [redmond@safetyservicesmanitoba.ca](mailto:redmond@safetyservicesmanitoba.ca)**

