

JOB DESCRIPTION

Position Title: Customer Service Officer - National Service Desk
Department: Fundraising and Membership Services
Position FTE: Permanent, Full-Time
Location: Ottawa, Ontario

Reports to: Supervisor, National Service Desk

Summary:

The National Service Desk is responsible for providing communications support to advance the principles and policies of the Conservative Party of Canada. The National Service Desk Customer Service Officer will provide the highest level of customer service to those calling from Electoral District Associations, donors, members, and the inquiring public in a timely and professional manner.

Description of Position's Duties and Responsibilities:

Customer Service

- Respond to requests by phone on routine issues in accordance with procedures and scripts provided.
- Compose routine correspondence in response to written and electronic communications.
- Track and report significant issues from Party members, donors and the inquiring public.
- Ability to independently complete daily tasks including but not limited to the compilation of letters, printing of tax receipts and membership cards, and data cleaning processes.
- Update donor and membership database as required.
- Meets productivity standards as determined by the department manager.
- Other duties and projects as assigned.

Position Requirements:

Education

- Grade 12
- Post-secondary education in Political Studies, Communications, Information Technology or a related field is a strong plus.

Experience

- 1-2 years related experience in a public relations and/or customer service role AND/OR
- 1-2 years IT experience, including call centre work.
- Political experience or involvement is an asset.

Language Requirements

- Fluent in English and French (Written and Oral)

Schedule

- Must be willing to work both normal business hours and evenings and weekends, on call hours as needed.

Soft Skills

- Excellent customer service skills - you are positive, professional, courteous and service-oriented.
- Ability to communicate fluently and persuasively.
- Ability to write clearly and concisely.
- Initiative and responsibility: works well with little direction, exercises sound professional judgement.
- Good team player and excellent interpersonal skills: can collaborate well with others.
- Must be familiar with the Canadian federal political system and the principles, policies and culture of the Conservative Party of Canada.
- Strong organizational and problem-solving skills.
- Critical thinking, analysis, and follow-through.
- Ability to work in a fast-paced, changing environment.
- Ability to work under a deadline.

Knowledge and Technical Skills

- Ability to understand new computer programs with ease.
- Experience with various helpdesk software (e.g. Salesforce).
- Understanding of remote desktop support is a bonus.
- Experience with various operating systems (Windows XP, Windows 7, Windows 8, Windows Server 2003/2008).
- Microsoft Office 2007/2010/2013

Interested candidates should submit their résumé to:

Conservative Party of Canada
130 Albert St. Suite 1720
Ottawa, ON K1P 5G4
Fax: 613-755-2001
Email: jobs@conservative.ca

Only candidates selected for an interview will be notified.