



CAREER PROFILES

Other Customer and Information Services Representatives:

Other Customer and Information Services Representatives include those who answer enquiries and provide information regarding an establishment's goods, services, and policies, and who provide customer services such as receiving payments and processing requests for services.

Wage/Salary Information:

\$33,600 is the median annual salary found in local job-postings.

\$15.12/hour is the median wage reported locally.

Commonly Listed Skills in Job Postings:

- Bilingual
- Computer use
- Problem solving
- Customer service oriented
- Troubleshooting
- Oral and written communication
- Detail oriented
- Marketing
- Work independently
- Microsoft Office
- Teamwork
- Self-motivated
- Organizational skills
- Cash handling
- Sales experience
- Management
- Data entry
- Time management
- Adaptability
- Multitasking
- Analytical
- Creativity
- Interpersonal

Job Duties:

Customer Services Representatives in retail answer, in person or on the phone, enquiries from customers. Customer Services Representatives in retail investigate complaints regarding the establishment's goods, services, and policies. They arrange for refunds, exchange, and credit

for returned merchandise. Customer Service Representatives in retail also receive account payments and receive credit and employment applications.

Contact Centre Agents take customer orders for goods or services. Contact Centre Agents promote goods or services and respond to enquiries and emergencies. They also investigate complaints and update accounts.

Customer Service Representatives in insurance, telecommunications, utility and other similar companies explain the type and cost of services offered and provide information about claims or accounts. They also provide information about claims or accounts and update accounts, initiate billing and process claim payments, and receive payment for services.

Information Services Representatives provide information to customers and the public concerning goods, services, schedules, rates, regulations, and policies in response to telephone and in-person enquiries.

Working Conditions:

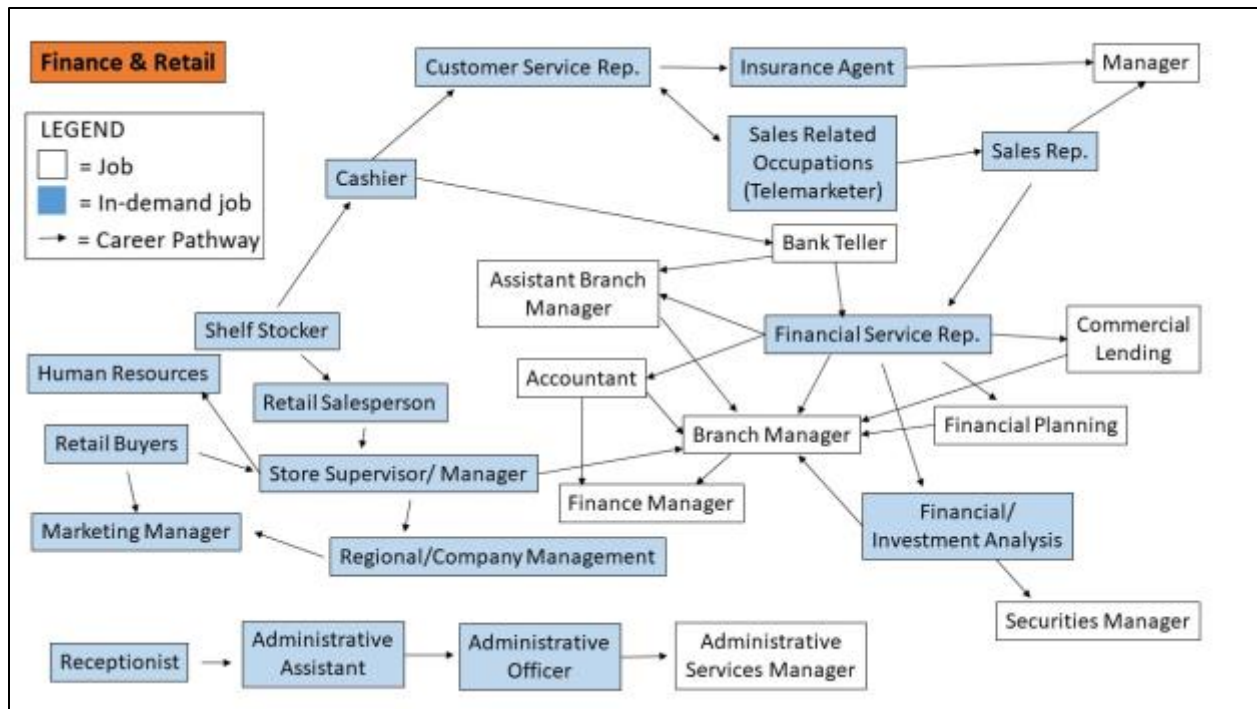
Customer and Information Services Representatives usually work a standard work week, while some may work night shifts at agencies that are open 24 hours a day. Work involves either standing at a customer service counter or continuous hours using a computer.

These Clerks work in fast-paced environments with high volumes of customer inquiries where they must provide excellent, high level customer service.

Career Pathways:

Progression to supervisory roles in this field is possible with experience. Workers in this field are employed by retail establishments, contact centres, insurance, telecommunications, and utility companies and other establishments throughout the private and public sectors. Below are potential career pathways for other customer and information services representatives:

- Accounts Information Clerk
- Bus Information Clerk
- Complaints Clerk – Customer Service
- Courtesy Desk Clerk
- Customer Service Representative – Call Centre
- Enquiries Clerk
- Information Clerk – Customer Service
- Lost-And-Found Clerk
- Order Desk Agent
- Public Relations Clerk
- Tourist Information Clerk



Education and Training Pathways:

If you're interested in becoming a Customer and Information Services Representatives, you can begin your apprenticeship or attend a local training/education program.

Apprenticeship Details:

Information Technology – Contact Centre Customer Service Agent

- Certification: Voluntary (not required to practice this profession in Ontario)
- Red Seal: No
- On-the-job training: 3,820 hours
- In-class training: One 5-week and one 1-week training session (180 hours)

Information Technology – Contact Centre Technical Support Agent

- Certification: Voluntary (not required to practice this profession in Ontario)
- Red Seal: No
- On-the-job training: 3,730 hours
- In-class training: One 5-week and one 4-week training session (270 hours)

Individuals interested in pursuing an apprenticeship pathway, should follow these steps:

- 1) Get hired – by an employer/sponsor/union

- 2) Apply online to register as an apprentice at www.ontario.ca/page/start-apprenticeship
- 3) Sign a training agreement with your employer/sponsor and the Employment Ontario apprenticeship office.
- 4) Become a Member of the Ontario College of Trades Apprentices Class at www.collegeoftrades.ca/membership
- 5) Keep a record of the hours you work
- 6) Achieve the competencies listed in your training standard if required in your trade
- 7) Complete all of the training requirements in your trade and you will receive a Certificate of Apprenticeship (CoA).
- 8) Write the Exam for the Certificate of Qualification if required in your trade

If you are currently in high school and would like to begin an apprenticeship, visit oyap.com for more information about the Ontario Youth Apprenticeship Program.

Individuals unsure about whether to pursue an apprenticeship or not, can learn more by visiting www.ontario.ca/page/prepare-apprenticeship.

St. Clair College:

Hospitality – Hotel & Restaurant

Admission/Eligibility Requirements: OSSD with the majority of courses at the College (C), University (U), University/College (M), or Open (O) level

Academic Credential: Two Year - Ontario College Diploma

Professional Certification: Unknown

Attendance: In-person

Full-time or Part-time: Full-time

Program Length: 4 semesters

Program Cycle: Unknown

Program Cost:

- Year 1: \$3,941.61
- Year 2: \$3,804.05
- Total: \$7,745.66 (2017/18)

OSAP Eligible: Unknown

Location: 2000 Talbot Road West, Windsor, N9A 6S4

For more information on this program, please visit:

<http://www.stclaircollege.ca/programs/postsec/hospitality/>

Public Relations

Admission/Eligibility Requirements: OSSD with the majority of courses at College ©, University (U), University/College (M), or Open (O) level qualify for admission to this program

Academic Credential: Two Year - Ontario College Diploma

Professional Certification: Unknown

Attendance: In-person

Full-time or Part-time: Full-time

Program Length: 2-year diploma

Program Cycle: Unknown

Program Cost:

- Year 1: \$3,941.61
- Year 2: \$3,804.05
- Total: \$7,745.66 (2017/18)

OSAP Eligible: Yes

Location: 275 Victoria Avenue, Windsor, N9A 6Z8

For more information on this program, please visit:

http://www.stclaircollege.ca/programs/postsec/public_relations/

Tourism - Travel

Admission/Eligibility Requirements: OSSD with the majority of courses at the College (C), University (U), University/College (M), or Open (O) level

Academic Credential: Two Year - Ontario College Diploma

Professional Certification: Unknown

Attendance: In-person

Full-time or Part-time: Full-time

Program Length: 5 semesters

Program Cycle: Unknown

Program Cost:

- Year 1 (3 semesters): \$3,969.93
- Year 2 (2 semesters): \$3,804.05

- Total: \$7,773.98 (2017/18)

OSAP Eligible: Unknown

Location: 275 Victoria Avenue, Windsor, N9A 6Z8

For more information on this program, please visit:

<http://www.stclaircollege.ca/programs/postsec/tourism/>

***Disclaimer:** The educational institution reserves the right to change information without notice, and may result in discrepancies between their information and the information presented above. If any errors are found, please report them to info@workforcewindsoressex.com.*