

Canadian Canola Growers Association (CCGA), based in Winnipeg, represents all of the provincial canola organizations on behalf of approximately 43,000 canola farmers. A key part of CCGA is administering and delivering the federal government's Advance Payments Program (APP) for farmers of western Canada.

CCGA is proud to have achieved Aon's Best Small & Medium Employers 2018 standing in Canada. It was also the only Manitoba company to be awarded a 2018 Employee Recommended Workplace Award by The Globe and Mail and Morneau Shepell.

The Advance Issuance department is responsible for receiving and processing applications for the Advance Payments Program and is currently looking for a:

### **Contact Centre Account Representative**

If you are a highly-motivated individual who is passionate about customer service and seeking a new challenge, we want to hear from you.

#### **As a Contact Centre Account Representative, your primary responsibilities will include...**

- answering farmers phone calls, reviewing program applications, verifying accuracy and completion of all required documentation.
- following up with farmers on application errors and missing information, by phone and email.
- ensuring CCGA's processing of program applications is accurate and in accordance with the Act, Regulations, and AAFC Guidelines and in the best interest of farmers and CCGA.
- responding to farmer inquiries immediately, and where follow up is required, providing information to farmers on a timely basis.
- informing farmers about the program in a clear, concise and consistent manner.

#### **The skills, experience, and qualifications you need...**

- exceptional client service capability, professionalism, good judgement, and ethics when dealing with farmers and representing CCGA's interests.
- independent decision making on daily operational issues; proven ability to build rapport and maintain client relationships, preferably in the financial or service industry while working independently and as part of a team.
- desire to build exceptional client experiences, and is passionate and curious to help customers meet their needs and solve their concerns.
- high degree of accuracy and attention to detail.
- strong English oral and written communication skills along with excellent listening skills.
- previous experience working in a Contact/Call Centre or in a fast paced financial and/or service industry.
- proficient in math, strong computer skills and ability to navigate computer programs at the same time while speaking on the phone.
- demonstrated conflict resolution skills.
- completion of a high school diploma or equivalent. Degree in communications/business/science would be considered an asset.

### CCGA believes in...

- Helping our customers – we are committed to delivering exceptional service that creates real value for our customers.
- Being involved – we have passion for work we do and in interactions we have with each other, with our customers, and with our community.
- Being genuine in our communication – we communicate openly and honestly and build our working relationships based on trust, respect, and caring.
- Being part of the team – through teamwork we can achieve more. We foster collaboration while maintaining individual accountability. We are a productive team that thrives in a fun and enjoyable working environment.
- Making a difference – we step forward with new ideas. We own, build, and grow our own capabilities. We are proud of our collective achievements, and together we celebrate our success, whether big or small.

### How to apply

If you have the experience, skills and drive to excel in this role, apply by sending your resume with a cover letter by January 25, 2019 to either:

- Email: [resumes@ccga.ca](mailto:resumes@ccga.ca)
- Mail: CCGA, 400-1661 Portage Ave, Winnipeg, MB, R3J 3T7

We value the unique skills and experiences each individual brings to CCGA and provide an accessible candidate experience. If you require accommodation during the recruitment and selection process, please let us know by:

- Email: [accessibility@ccga.ca](mailto:accessibility@ccga.ca)
- Fax: 204-788-0061
- Phone: 1-866-745-2256 (toll-free)

We appreciate the interest of every applicant; however, we contact only those selected for an interview.