



College of Physicians and Surgeons of British Columbia

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JOB DESCRIPTION

College Services Representative Communications and Public Affairs Department

POSITION SUMMARY

British Columbians are passionate about their health care. The College of Physicians and Surgeons of BC is part of a complex health-care delivery system that is often challenging to navigate.

Join a dynamic high-performing team as one of the College's front-line communicators. As a first point of contact, the college services representative (CSR) plays a critical role in the College's public service function, responsible for the professional handling of all initial telephone, email and in-person inquiries from the public, physicians, lawyers, government and other organizations. By communicating College standards, guidelines and processes, CSRs aim to achieve first-contact resolution and deliver a high standard of service excellence. CSRs respond to a multitude of requests for information about the College with a high level of accuracy, timeliness, professionalism, maturity and empathy. They also provide administrative and project support to the communications and public affairs department.

This position reports to the coordinator, contact centre.

DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- maintain a high standard of service excellence, exhibiting maturity and empathy at all times
- receive and respond to 100-plus calls daily, numerous emails, letters and voice mails from physicians, the public, and other organizations in a timely, accurate and professional manner
 - apply critical thinking to assist in emotionally charged interactions
 - display a positive, caring, firm, direct manner, maintaining composure at all times
 - exercise call management by using effective questioning techniques and directive statements to assist in deciphering the situation
 - troubleshoot to assist the public and physicians with available health-related resources
 - research information from multiple online resources and answer questions on a variety of health subjects, including College standards, guidelines, processes and legislation
 - provide support to physicians during their annual licence renewal process

- monitor and maintain accurate records of calls, emails and voice mails to assist in identifying trends and areas of improvement for the department
 - meet the department's goal of a first-contact resolution point and only transfer calls when required
- provide administrative and project support to the communications and public affairs department with a high level of accuracy and efficiency, and in accordance with the department's editorial and document standards
 - process medical directory requests
 - conduct daily research and create a media tracking document with news articles relevant to the College
 - process registration for College events
 - follow up with physicians' offices to ensure profile and contact information is current
- assist with maintaining a comprehensive resource manual for CSR orientation and ongoing training purposes
- on a rotating basis with the other CSRs, welcome and direct in-person scheduled visitors to the College
- other duties as assigned

SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- completion of bachelor's degree is preferred and a minimum of a post-secondary level qualification is required;
- at least two to three years of work experience (or an equivalent combination of relevant education/training/work experience)
- working knowledge of the Canadian health care system
- experience in a health-related organization governed by legislation, rules and standards where patient interaction was required
- demonstrated ability to work under pressure and deal with diverse members of the public and the profession in emotional situations
- a positive, caring and supportive approach on the phone and in person at all times
- strong interpersonal skills required to successfully facilitate resolution to complex situations
- exceptional listening skills
- demonstrated ability to work independently and cooperatively within a team
- excellent critical thinking, analytical and problem-solving skills
- high level of attention to detail, with demonstrated ability to multi-task in a fast paced environment
- ability to take initiative, serve as a go-to person, and interact with all levels in the organization

- a professional demeanour and personal presentation
- a team player with a can-do attitude exemplified by patience, enthusiasm and a willingness to learn
- ability to learn, operate and run call reports on a multi-line phone system to track and analyze trends and identify issues
- superior computer skills, including data entry, ability to manoeuvre between applications with ease, and use the Internet to locate information quickly
- proficiency in Microsoft Word and Excel applications
- proficiency in English language—excellent oral and written communication skills are essential
- must be physically able to carry out the duties of the position as described

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly talented employees. We offer an excellent working environment, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about-us/careers>.

We thank all applicants for their interest; however, only those selected for interview will be contacted.