

Land Title and Survey Authority of British Columbia

Job Description

Job Title: Customer Service Representative (CSR)
Classification: Grid 7
Division: Land Title
Department: Land Title Operations
Organization Unit: Kamloops, New Westminster, Victoria

JOB PURPOSE

The primary function of the Customer Service Representative (CSR) is to provide a variety of services to internal and external customers of the [Land Title and Survey Authority of British Columbia](#) (LTSA), in accordance with established policies and procedures. CSR's provide customers with information about services, products and procedural requirements; determine and collect appropriate fees for over-the-counter services; and provide administrative support to staff within the Land Title Office.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Answer inquiries from customers regarding routine processing matters as well as information specific to Land Title services, procedures and requirements; provide information about other resources as appropriate.
- Prepare a variety of system-generated legal notices and certificates in accordance with established policies and procedures.
- Verify and process a variety of documents to expedite work of Land Title Examiners.
- Process and record customer transactions and payments in accordance with established policies and procedures.
- Perform general clerical duties such as stocking, filing, data entry etc.

QUALIFICATIONS

Education and Experience:

- A minimum of Secondary school graduation or equivalent;
- Additional education and/or training in business, law or office administration would be preferred;

- Administrative support experience obtained from a legal or related office environment is preferred.

Knowledge, Skills and Abilities:

- Excellent interpersonal and communication skills along with a strong customer service aptitude;
- Ability to deal with a variety of individuals including the public, professionals, government agencies, and co-workers with diplomacy and respect;
- Ability to use computerized data systems, including Microsoft Office Suite, along with strong keyboarding skills;
- Demonstrated analytical and research skills;
- Understanding of historical records and systems;
- Strong organizational skills and ability to prioritize tight deadlines and volume of work;
- Ability to identify, analyze and interpret technical data;
- A strong team player with the ability to work on tasks independently.