We seek outstanding individuals to join our dedicated support staff team. Become a part of our diverse College, creating brighter futures, greater prospects and endless possibilities!

TITLE:	**Client Support Specialist (Regular, Part-Time)**	**PAYBAND:**	F
LOCATION:	Belleville, ON Main Campus	**HOURS:**	24 hours/week
DEPARTMENT:	Loyalist Exam Services	**SALARY:**	$21.44/hour
POSTING DATE:	August 18, 2017	**START DATE:**	**ASAP**
CLOSING DATE:	August 25, 2017	**COMPETITION #:**	**PTS17-13N**

CLIENT SUPPORT SPECIALIST:

Reporting to the Dean, School of Applied Sciences, Skills and Technology, the incumbent works directly with the Technical Liaison Officer and Project Specialist to collaborate with clients, suppliers and subject matter experts to provide technical support and resolution for online test takers within the prescribed timelines.

RESPONSIBILITIES:

- Provides guidance to client and candidate inquiries regarding LES' LMS system
- Prioritizes and manages candidate's online inquiries
- Monitors incident reports, investigates using multiple resources and system applications, to provide feedback to both clients and candidates
- Authors client's exams using QuestionMark software
- Generates performance and financial reports for clients
- Provides back up to the Technical Liaison Officer and Project Specialist

QUALIFICATIONS:

- Completion of a two (2) year diploma in Business Administration
- Minimum three (3) years' demonstrated experience working in a high level customer service environment, experience supporting online technical inquiries considered an asset
- Demonstrates the ability to provide support and guidance to both clients and suppliers utilizing management systems
- Working administrator knowledge of LMS systems and operations would be an asset
- Excellent communication skills

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- Strong analytical skills demonstrating a proactive creative approach to problem solving and an ability to exercise critical judgment
- Effective organizational skills with a proven ability to develop priorities and meet deadlines under pressure

For more information about LES, please visit www.loyalistexamservices.com

TO APPLY: Applications **must** be submitted **quoting the competition #PTS17-13N in the email subject line**. Please send a covering letter and a resume in MS Word or PDF format to:

Human Resources Services
E-mail: humanr@loyalistc.on.ca

In support of a diverse and inclusive college community, Loyalist College encourages applications from women, persons with disabilities, racial/visible minorities, and indigenous peoples. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Loyalist College is committed to accommodating applicants with disabilities throughout the hiring process. At any stage of the hiring process, Human Resources Services will work with applicants requesting accommodation.

Please note: Following an offer of employment, candidates with Canadian credentials will be required to provide official transcripts from the granting educational institution(s). Those candidates with international credentials must provide World Education Services (WES) www.wes.org/ca evaluation (at their own cost) confirming Canadian equivalency of their credentials.

We thank all applicants, however, only those selected for an interview will be contacted