



The lifeline *for* Canada's
entertainment industry

Canada Performing Arts Workers Resilience Fund (CPAWRF) Project Job Description

POSITION 3: Client Service Representatives

Hours: Full-time (40 hours/week), with varying shift schedules to include weekdays, weeknights and weekends. Some part-time positions may be available.

Contract Dates: All positions start ASAP, varying contract lengths from 2-10 months.

Salary range: \$25-\$30/hour

Number of positions available: 7

- Client Service Representative Lead (full-time, 10-month contract) - 1
- Client Service Representative, Bilingual (full-time, 10-month contract) - 2
- Client Service Representatives (varying schedules and contract lengths) - 4

The Client Service Representative (CSR) provides front-line support for applicants to the program, fielding inquiries by telephone and email, assisting clients with the application process, and directing applicants to appropriate resources. CSRs review applications to ensure that they are complete and follow up with clients who need to submit additional information. As this is a new project, the duties and responsibilities may change and vary as the project evolves.

Client Service Representatives should be comfortable providing services by email and phone and working with high-volume inquiries and quick turnarounds. Reporting to the Project Manager, these positions will work as part of a program-specific team to provide fast, high-quality client service. This position requires excellent communications skills, flexibility, and a passion for supporting arts and entertainment workers.

Responsibilities include:

- Field phone and email inquiries
- Assist clients with the application process
- Explain eligibility criteria and help applicants determine whether they meet these criteria. Redirect clients to other CPAWRF delivery organizations when necessary.
- Refer clients to appropriate additional resources (government assistance, AFC programs) when requested
- Provide appropriate and timely follow-up via phone or email to resolve inquiries
- Quickly review incoming applications and documents for completeness

- Follow up with applicants regarding incomplete or missing application items and assist clients to obtain supporting documents
- Provide excellent client service, handle personal information respectfully and protect client confidentiality
- Work collaboratively to ensure that clients are served quickly, and teammates are supported
- Maintain clear client service notes and keep up-to-date database records
- Research, reporting, and additional administrative tasks as necessary

In addition, the Lead Client Service Representative will be responsible for:

- Scheduling Client Service Representatives
- Coordination of workflow
- Tracking incoming applications to ensure quick client service
- Coordination of administrative tasks with Project Manager and other project staff
- Reporting on barriers to service and participate in efforts to reduce these barriers
- Maintenance of standards and policies applicable to the position

Qualifications:

- 3+ years' client or customer service experience; experience in the fields of performing arts, administration, or human services strongly preferred
- Experience providing remote customer or client support, preferably in a high-volume setting
- Experience working with financial applications of any kind is an asset
- Working knowledge of and/or experience in the Canadian live performance sector is an asset
- Basic knowledge of personal finance (able to read bank statements, understand and explain basic concepts)
- Proficient with remote work solutions (Microsoft Teams and Office 365); familiar with CRM or client databases
- Excellent reading comprehension and attention to detail; comfortable quickly processing basic math
- Excellent communication skills (verbal and written)
- Able to adapt to changing direction in a fast-paced environment
- Comfortable quickly making and documenting informed judgment calls
- Ability to read and write in other languages is strongly preferred (with designated positions for English/French bilingual candidates)

Requirements: Reliable internet access is required, and some physical privacy is needed to take client calls and store confidential material. A separate fee will be paid to compensate for the use of personal computers (must be equipped with a microphone or a headset), and internet.

To apply: [Please see the "How to Apply" section at the bottom of the main posting.](#)