

## Escalation Support Representative (15)

<b>Position Status:</b>	13 Temporary Assignments to July 3, 2025 2 Temporary Assignments to October 31, 2025
<b>Posting Status:</b>	Open
<b>Location:</b>	26 Prince Andrew Place, Toronto, Ontario M3C 2H4
<b>Salary Range:</b>	\$63,718 - \$88,178 per year
<b>Hours of Work:</b>	36.25 per week in-office (five days a week)
<b>Posting Date:</b>	November 20, 2024
<b>Closing Date:</b>	November 27, 2024

### Who we are

The Office of the Chief Electoral Officer (Elections Ontario) is an independent, non-partisan office of the Legislative Assembly of Ontario, responsible for administering provincial elections, by-elections, and referenda in Ontario.

We are committed to making voting easy and accessible for all electors, while maintaining the integrity, security, and transparency of the electoral process.

### Join our team

The Communications division is looking for fifteen customer service-oriented Escalation Support Representatives to support public phone and email inquiries.

The successful candidates will have experience in customer service, providing consistent phone and email responses as per established processes, triaging inquiries, and identifying and escalating issues to the appropriate stakeholders for resolution.

### What you can expect in this role

Reporting to the Supervisor, Contact Centre, you will:

- Provide consistent phone and email responses to public inquiries based on established processes, FAQs, and online tools.
- Create, track, monitor, and escalate tickets using the internal ticketing system to the appropriate business owners.
- Log all inbound and outbound emails using an internal tracking system to track metrics, as per established process.
- Escalate issues to stakeholders and subject matter experts (SMEs) for resolution and ensure adherence to service level agreements.



- Monitor tickets and follow up on escalated issues with stakeholders and SMEs until issues are resolved while adhering to SLAs.
- Identify and report phone and email inquiry trends to Call Centre Leads/Supervisor.
- Provide administrative support as required.

### What you need to qualify

- Minimum of 2-3 years of demonstrated experience providing exceptional customer service by phone or email.
- Experience handling public inquiries and escalating to the appropriate stakeholders for resolution following established processes.
- Knowledge of call centre practices and processes, including customer service level commitments and protocols.
- Experience using software to create, track and monitor issues for telephony, ticketing and email inquiries.
- Excellent customer service, interpersonal, written and verbal communication skills.
- Ability to work in a fast-paced team environment while multitasking and ensuring deliverables are met within identified timelines.
- Flexibility to manage a varying work schedule.
- Must be legally entitled to work in Canada.

**Successful candidates will be required to work five days a week in-office.**

### How to apply

Please submit your cover letter and resume as one attachment, quoting **File #EO-2024-158**, using the link, [Escalation Support Representative](#) no later than **November 27, 2024**.

We thank all applicants for their submission. Only those candidates selected for an interview will be contacted.

### How to request an accommodation

Elections Ontario is an equal opportunity employer. We are committed to fostering an inclusive, equitable and accessible environment, where all employees feel valued, respected, and supported.

*Under the [Accessibility for Ontarians with Disabilities Act](#) and the [Ontario Human Rights Code](#), we provide accommodations to applicants with disabilities throughout the recruitment and selection process. If you require a disability-related*



accommodation to participate, please call 1-888-668-8683, send a fax to 1-866-714-2809, TTY at 1-888-292-2312 or email [hr@elections.on.ca](mailto:hr@elections.on.ca).