

Career Opportunity

ABOUT AGLC

AGLC is a dynamic organization leading Alberta's gaming, liquor, and cannabis industries. Our team of high performers is driven to provide our customers with outstanding service and Albertans with choices they can trust.

ABOUT THE POSITION

Hotline Operator

(2 Part-Time Positions, 1 Part-Time position ending February 1, 2021)

Closing Date: Wednesday, September 25, 2019

Competition #: 19-122

Salary: \$23.34 – \$28.49 hourly

Position Location: Stettler, AB

JOB SUMMARY

Are you looking for a rewarding career? Do you want to be a part of an organization that helps Alberta's communities grow and prosper? If so, we have a position for you. We are searching for an enthusiastic individual who will strive for excellence in customer service! This position will support our Video Lottery Network, Casino Network, Ticket Lottery Network and Bingo Network by providing "front line" support for technical questions and error conditions. Our employees provide efficient, secure and professional customer service to all clients and customers, while adhering to AGLC policies, procedures and security requirements.

In order to be successful in this role you must possess prior customer service experience and be comfortable assessing customer needs and trouble shooting. You will be communicating with a variety of stakeholders over the phone so excellent verbal communications skills are required. This position requires a positive "can-do" attitude and customer focused approach that will enable you to deal with challenging situations with integrity, empathy and sincerity. The ability to work independently and the desire to go above and beyond while contributing to your team's overall success is needed for this role. Training is provided and the work is fun!

To be successful in this role, you will be required to use your excellent interpersonal skills, strong problem solving and analytical skills. You must possess the ability to multi-task and adjust priorities on an ongoing basis in a fast paced team environment, while applying your organizational and time management skills. The successful candidate will have the ability to exercise sound judgement, tact and diplomacy when dealing with members of the public. Excellent written, verbal, and computer skills are essential.

Please be advised that we provide service to our customers twenty hours a day, seven days a week, 364 days per year, and the successful candidate will be required to work various shifts including evenings, weekends and statutory holidays.

Your own transportation will be required as access to public transit is limited.

The Alberta Gaming & Liquor Commission ensures responsible gaming and liquor choices that deliver economic and social benefit to Albertans via the Alberta Lottery Fund. The Alberta Lottery Fund is made up of the government's share of net revenues from video lottery terminals (VLTs), slot machines and ticket lotteries. These revenues total more than \$1.5 billion each year, and are used to support thousands of volunteer, public and community-based initiatives annually.

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SKILLS/QUALIFICATIONS

- High School Diploma with at least two years of related switchboard, call center and/ or Customer service experience is required
- Previous call centre experience is considered an asset
- High proficiency with Microsoft office (Word, PowerPoint, Excel, and Outlook) is an asset
- Experience working in a regulatory customer-centric environment is considered an asset

NOTE: An equivalent combination of education and experience may be considered. Candidates with lesser qualifications may be considered at a lower classification and salary. This recruitment may be used to fill future vacancies.

To be eligible to work for AGLC, you must be a Canadian citizen, permanent resident or eligible to work in Canada. We offer a comprehensive range of benefits. As a condition of employment you will be required to obtain a satisfactory security clearance and clean drivers abstract (if necessary) prior to employment. While we appreciate all applications we receive, we advise that only candidates under consideration will be contacted. AGLC is committed to creating a diverse environment and is proud to be an equal opportunity employer.

To learn more about AGLC and to view the complete job posting, please visit our website aglc.ca

ABOUT THE DIVISION and BRANCH

Gaming & Cannabis Division

This Division manages the business operations related to the conduct and management of the province's gaming industry.

There are four areas of responsibility driven by discreet "mantras":

1. Product Marketing Management (Buy It, Market It)
2. Relationship Management & Business Development (Sell It)
3. Supply Chain Management (Build It, Ship It, plan to Install It)
4. Customer Service Excellence (Service It)

Customer Services Team in the Gaming Services Branch

The Customer Services team operates the AGLC call centre that provides services to gaming retailers and operators, Albertans, and other AGLC divisions. This group also operates the Lottery Ticket Prize Payout offices in St. Albert and Calgary and provides other customer administration services.

When applying for a competition, please submit a cover letter and resume (either in word or pdf format). Please name your documents using your first and last name along with the competition number. For example: John Smith

Competition Number 19-122

AGLC - Human Resources

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