



Traveler Services Representative (Casual)

Position(s) Required: 8 (approximately)

Organization: Canada Border Services Agency

Job Description:

- Working directly with the travelling public, providing client service
- Collection of applicable duties, taxes, fees and penalties in the forms of cash (Canadian and U.S. dollars), cheques and debit/credit cards
- Completion of end-of-day settlements and cash reconciliation
- Preparation of cash deposit documentation and completion of associated reports
- Initiating form completion with clients
- Communicating with Border Services officers and Superintendents on matters related to the cash process, client assistance, document completion and other matters
- Working in an office environment with general clerical duties (filing, photocopying, reception coverage, mail distribution and responding to in person and telephone inquiries)
- Using computer-based applications such as Microsoft Word, Excel, and Outlook
- Other clerical duties as assigned

Location: Various locations throughout the Okanagan and Kootenay District:
3 Osoyoos, BC
2 Roosville (near Fernie, BC)
2 Kingsgate (between Cranbrook and Creston, BC)
1 Rykert's (near Creston, BC)

Rates of pay: Based on annual salary rate of \$45,189 (Approximately \$23.17 per hour)
https://www.tbs-sct.gc.ca/pubs_pol/hrpubs/coll_agre/pa/pa08-eng.asp

Duration of employment: The employment opportunities will be full time (37.5 hours a week) from May until the end of August; however, the employment period might extend until after Labour Day. Casual workers are hired for specified periods that may not exceed 90 working days in one calendar year. Employment may be terminated at any time due to operational requirements.

Official Language Proficiency: English



Skills and Abilities:

Successful candidates will be expected to work with a team in a professional office environment. As such, the candidate will be expected to demonstrate the following skills and abilities:

- Integrity
- Client Service Orientation
- Team work and cooperation
- Oral Communication
- Written Communication
- Dependability

Conditions of Employment:

- Obtain and maintain a reliability security clearance as per CBSA Security Standards
- May be required to work various shifts, rotations, flexible hours, weekends and statutory holidays
- Willingness to operate a government vehicle where required
- Valid driver's license where required

Important Information:

Please note there are no local transit routes to these locations. Successful candidates must have their own transportation.

The Public Service of Canada is committed to building a skilled, diverse workforce reflective of Canadian society. As a result, it promotes employment equity and encourages candidates to indicate voluntarily on their application if they are a woman, an Aboriginal person, a person with a disability or a member of a visible minority group.

The Public Service of Canada is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity or testing, you should advise the departmental official in a timely fashion of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

Website: www.cbsa-asfc.gc.ca

Please submit a resume to the attention of Melinda Medland.

References must be included in order to be considered. Only successful candidates will be contacted.

Closing Date: Friday, February 27, 2015

Contact Information:

Melinda Medland
Superintendent
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