

# Now Hiring: Serco Canada Customer Service Agents



Learn, develop, and realize your potential.  
See your ideas in action. Make a real difference to people's lives.

At Serco, we are all service delivery specialists. We have a passion for delivering great service, which is why the first thing we look for is the right attitude: the drive to make a difference, the ability to see the bigger picture, the interest to look beyond the obvious, and the willingness to go the extra mile.



# Working with People, Ensuring Road Safety



Serco customer service agents are customer- and community-oriented. Every day is different at a DriveTest Centre. The customers are diverse, the work is interesting and exhilarating, and the overall goal of the program is one that we can all endorse — to ensure Ontario's roads are safe.

As a customer service agent, not only do you provide information to the general public related to driver examination services and help customers of all types navigate the licensing process, you:

- Stay current on all relevant driver licensing policies, legislation, and regulations.
- Administer and share results of vision tests, knowledge tests and, with the right cross-training, road tests.
- Determine driver eligibility by following precise identification, data entry, and verification procedures.
- Process licence changes, including those from other countries and provinces, according to policy.
- Collect applicable fees and manage stock, as required.
- Investigate and resolve problems or errors, and initiate corrections.
- Make referrals, when appropriate, to other government agencies, vision specialists, translators, etc.
- Assist with administrative tasks, reporting and statistics, and continuous improvement projects, as assigned.

Fundamentally, this job is all about maintaining attention to detail and working successfully with a wide range of people — from customers and Serco coworkers to other key stakeholders, such as driving instructors and Ministry representatives. Reading situations, communicating effectively, solving problems, and remaining calm and professional no matter what happens are the keys to becoming a Serco service delivery specialist.

## Meeting Customer Demand, Matching Schedules and Locations

Serco customer service agents are extraordinarily flexible — not only in terms of the types of tasks they complete but in terms of working hours and locations. In Ontario, the driver examination services business is largely a seasonal one (summer is our busy season), and hours vary based on customer demand. Most DriveTest Centres are open 8:30 am to 5:00 pm, Monday to Friday (although some are open Saturdays), but employees may be assigned a variety of shifts during that timeframe. Location assignments are also based on customer demand, with agents typically based out of one office but occasionally asked to work at other nearby offices.

## Training Employees to Excel, Compensating Competitively

Serco Canada customer service agents are paid competitively and receive a comprehensive benefits package. But, our compensation goes beyond wages. Agents usually participate in 5 days of paid, classroom-based training and 10 days of paid on-the-job training before delivering services independently. If required, customer service agents also take on driver examiner roles and receive the associated driver examiner training. For both positions, refresher training is provided periodically.

## Searching for People with Strong Skills, Finding People with Passion

The name Serco is an abbreviation of "The Service Company." A flexible applicant with a driver's licence and computer skills and experience delivering excellent customer service (in English and/or in French), exposure to office and business administration, and a drive to genuinely help people is a welcome candidate.

Visit the Serco Canada Careers Website to Learn More!

[www.sercocareers.ca](http://www.sercocareers.ca)