

**Gradworks Internship Number: 532**

Company Name: SaskTel  
Position: Project Assistant –Customer Services Operations  
Location: Regina  
Number of openings: 1  
Wage: \$3,224 (Monthly)  
Resume Deadline: May 6, 2010 by 4:00 PM  
Start Date: June 16, 2010  
End Date: June 15, 2011

**Gradworks Intern Development Program**

The Gradworks Intern Development Program is designed to provide recent post-secondary graduates with challenging and career-focused positions within our network of Saskatchewan employers. These full-time internship positions of 12 months in length are intended to allow recent post-secondary graduates the opportunity to gain experience and to develop specific career-related skills. To be eligible for a Gradworks internship you must be a recent college, technical institute or university graduate, have little or no relevant work experience in your field of study and be eligible to work in Canada.

**Internship Information – Project Assistant – Customer Services Operations**

- Assist the SaskTel Customer Support Centre to create and implement Communications, Training, and Quality Assurance strategies to improve business operations.

**Responsibilities:**

The Intern will work on a communication, training and quality assurance strategies.

- Conducting research regarding call centre/support centre communication practices
- Creating recommendations and presenting action plans to Customer Support Centre Director and managers for approval
- Research Training and Quality Assurance best practices
- Create recommendations to improve training programs (initial and refresher courses), evaluation measurements, etc.
- Provide mentorship to Training Coordinator and Customer Support Centre Trainers
- Creating recommendations for the Customer Support Centre to improve quality of service and implement these recommendations
- Completing communications to Customer Service Centre employees, management, director, and executive
- Working with other stakeholders to improve quality metrics and create monthly and quarterly reporting
- Facilitating monthly calibration sessions with Customer Support Centre management team
- Working with other departments to evolve Quality Monitoring call centre technology
- Documenting post contact survey processes
- Executing a new Peer Mentoring program

**Qualifications:**

Certificate, Diploma or Degree in Business Administration/Commerce (Accounting, Finance, Human Resources, Management, Marketing)

- Thorough knowledge of personal computers and software applications related to administration, specifically MS Word, Excel, and PowerPoint.
- Proficiency in written communications; demonstrated ability to write clear, concise project documentation, reports and presentations.
- Working knowledge of project management concepts and techniques.
- Good analytical, problem solving, and decision-making skills.
- Demonstrated ability to analyze data to determine trends and situations relevant to time and cost.
- Ability to plan and organize in self-directed and team environments.

**Additional Information:**

- The Gradworks Program supports the values of workplace diversity and employment equity. Applications are encouraged from people of Aboriginal ancestry, persons with disabilities, members of a visible minority and women.
- Travel may be required

**How To Apply:**

Please apply through the Gradworks website at [www.gradworks.ca](http://www.gradworks.ca) using your online cover letter and resume, including references. **Your application will not be considered unless you have submitted both a cover letter and resume. The completion date of your post secondary education must be stated in your resume in order to be considered for the position. Please include the month of completion if your education was completed in the current year.**

**Contact Information:**

Toll free (877) 789-4723



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