



Guelph/Eramosa
Township

TOWNSHIP OF GUELPH/ERAMOSA

DEPARTMENT:

Legislative Services

TITLE OF POSITION:

**Customer Service
Representative**

1. JOB SUMMARY:

The Customer Service Representative (CSR) is responsible for all activities related to assisting the public with general inquiries, answering the main telephone line and greeting visitors. The CSR provides excellent customer service in a fast paced environment. Interactions with customers in potentially difficult situations are a key component of the position.

2. STATUS:

Regular Full-Time

3. HOURS:

Monday to Friday - 35 Hours

4. Pay Grade

3

5. IMMEDIATE SUPERVISOR:

Clerk/Director of Legislative Services

6. TITLES OF POSITIONS REPORTING TO THIS POSITION:

None

7. RESPONSIBILITIES:

- Acts as first point of contact for the public. Coordinates with departments to provide excellent customer service in person, online and on the phone.
- Maintains the lobby, reception area, Council Chambers and Committee Room and ensures visitors are treated promptly and professionally.
- Monitors all general fax and email communications consistently throughout day and respond or distribute accordingly.
- Sort and distribute all incoming mail to the appropriate department. Ensures the timely receipt and delivery of mail and courier packages
- Monitor, maintain, troubleshoot office equipment and arrange repair with service providers
- Manage the corporate phone system, updating general and specific holiday messaging and making system changes as required.
- Maintain an electronic calendar of all monthly recurring meetings as well as meetings requested by staff and office hours of outside staff and agencies.

- Provides support to the Tax Dept. including processing payments and providing general information to the public regarding property taxes.
- Receive and process payments for building, taxes, permits/licenses etc. and complete bank deposits.
- Receive payments and provide account information for water/wastewater billing customers.
- Create new files and update index of files in support of records management system
- Maintains inventory of office supplies, including business cards, specialty forms and obtaining quotes for yearly orders of envelopes and dog tags and orders as appropriate
- Perform other related tasks or responsibilities as may be assigned by the Clerk.
- Register residents for recreational programming, process memberships for Older Adult Centre and provide back-up support to Parks and Recreation administrative staff.
- Receive and record RFQs/Tenders as per procedure
- Issue Open Air Burning Permits - determine eligibility, provide education, track issued permits and send reminder notices
- Issue Dog Licenses, maintain database of licenses and coordination of licensing with service contractor
- Assist Clerk and Deputy Clerk with projects and municipal elections, as required
- Monitor and collect media releases related to municipal business
- Provide administrative support to By-law Enforcement Officer as needed and communicate pertinent info related to enforcement issues ie: dog licensing, open air burning
- Locate and provide property information in Municipal Connect and online mapping systems as requested
- Communicate and coordinate with departments to ensure accurate information about municipal services, changes to services or notices are conveyed accurately to the public
- Liaising with local Public Health Unit to provide water testing packages for the public
- Provide community resource information and referral to the public

8. EQUIPMENT, MACHINES AND TOOLS USED:

Multi-line telephone, voice mail system, postage machine, computer, printer, fax machine, calculator and photocopier.

9. JOB REQUIREMENTS:

Skills:

- a) Able to operate a computer and working knowledge of the following software programs Word, Excel, Outlook, Keystone, TABQUIK and Filehold.
- b) Ability to communicate accurately and effectively both orally and in written form.
- c) Displays strong interpersonal, teamwork and public relations skills.
- d) Ability to work independently with a high degree of accuracy and in accordance with policies and procedures.
- e) Handles sensitive and confidential information which, if improperly handles could have a significant negative impact on the Township.
- f) Works effectively in an environment with considerable noise and frequent interruptions.
- g) Ability to multi-task with excellent time management skills.

Qualifications:

- a) Completion of a two year Business Administration Diploma or equivalent combination of education experience..
- b) Previous customer service/front line experience
- c) Previous municipal clerical experience would be an asset.
- d) Valid "G" driver's license.
- e) Access to a vehicle on a daily basis to perform regular bank and mail runs.
- f) Provide a clear criminal records check.

Approved by:

By: _____
CAO

On: _____

Revised: December 2017