



Customer Service Agent

We're recruiting energetic people who share our values of teamwork, respect, honesty and commitment. You'll be joining a team of dedicated, professional and committed co-workers, willing to go the extra mile. Our mission is to lead and serve Fort Erie by pursuing opportunities, leveraging partnerships and managing our resources to achieve growth. The bar is set high, but we will help you reach it!

As a Customer Service Agent you will receive internal and external customers; process payments; update records; respond to a broad range of enquiries; serve as Deputy Division Registrar for Vital Statistics; provide general information and assistance quickly, pleasantly and accurately in a team setting in person and on the telephone. As a minimum you will have an OSSD or equivalent plus additional programs/courses in business or office and including one year of related experience. Experience working in a municipal government setting is an asset.

This union position offers an hourly rate of \$25.64 per hour, based on a 37.5 hour work week.

If you are looking for an opportunity to learn and grow and promote positive change in a friendly, safe environment, we'd love to hear from you!

***Fort Erie...a welcoming, prosperous connected
community of choice***

The deadline for receiving applications is 12:00 Noon on **Monday, June 17, 2019**. Click [here](#) to apply.

We will contact candidates selected for an interview. The evaluation process may include a practical assessment, background, credit and criminal record check. Personal information is collected under the *Municipal Act, 2001* to determine employment suitability. The Town of Fort Erie is an equal opportunity employer. Accommodation is available to candidates upon request.

Department: Office of the CAO
Division: Customer Service
Reports to: Manager, Customer Service

Position Objective

Receive internal and external customers; process payments; update records; respond to a broad range of enquiries; serve as Deputy Division Registrar for Vital Statistics; provide general information and assistance quickly, pleasantly and accurately in a team setting.

Duties & Responsibilities

1. Receive and direct in-person/telephone/electronic and in-person enquiries and visitors; provide effective and efficient service when responding to customer enquiries/requests for products and services; respond directly to tax and water account information requests; refer customer to appropriate contact for additional service if required.
2. Process customer payments (in-person/mail/electronic) for various services, including water and sewer bills, property taxes, business taxes, license/permit fees, development charges, parking tickets and other charges; issue receipts as required; update accounts.
3. Ensure security of cash and payments; process night deposits; prepare daily balance reports; prepare daily bank deposits in accordance with Corporation practices.
4. Operate telephone system by receiving/directing calls; record and deliver messages to appropriate work units; trouble-shooting operational issues; assist with voicemail administration; update/distribute internal telephone directory; liaise with answering service.
5. Receive/sort/distribute incoming mail and courier packages; receive and time/date stamp tenders and quotations.
6. Monitor access to shipping and receiving area; lock/unlock main doors; maintain public displays
7. Process vital statistics including marriage license applications and burial permits; register deaths and stillbirths; answer related inquiries; prepare/file/submit associated forms/documents; order necessary supplies, all in accordance with relevant legislation.
8. Administer oaths and take affidavits, declarations and affirmations.
9. Process parking tickets; prepare related notices and letters; calculate costs and prepare reporting and remittances, all in accordance with Provincial Offences Act.
10. Process Property Information Status Requests (PISR's) by inputting and consolidating requested information from various departments.
11. Prepare regular remittances/invoices and reports on Town services.
12. Maintain current knowledge of Corporation services, policies and procedures; inform customers of changes and recommend services that might better suit individual needs; maintain and update customer service procedures.

Education & Experience

- OSSD or equivalent plus additional programs or courses in business or office administration of over six (6) months and up to one (1) year or equivalent
- Over six (6) months up to and including one (1) year of related experience, including customer service

Knowledge

- Applied, technical knowledge of computers and office/financial applications (i.e. MS Office, Lotus Notes, tax/water systems, CRM) and typical office equipment
- Applied knowledge of telephone systems/consoles
- Applied knowledge of customer service standards
- Technical knowledge of municipal services, policies and procedures
- Technical knowledge of processing payment transactions
- Specific knowledge of
 - Provincial Offences Act
 - Marriage Act
 - Building Code Act
 - Vital Statistics Act, and
 - associated forms and procedures
- General knowledge of accepted accounting and/or business procedures
- General knowledge of collections and bailiff procedures and processes

Skills & Ability

- Discretion and tact
- Proven aptitude for learning various software applications
- Demonstrated ability to work as a member of a team
- Advanced data search and entry
- Strong mathematical abilities, analytical skills and accurate record keeping
- Coordination of fine movements where speed is moderate consideration
- Advanced interpersonal/public relations/complaint resolution/customer service skills
- Ability to prioritize demands, meet deadlines and perform multiple tasks simultaneously
- Adapts to change, learns and practices new skills

Direction of Others

May be required to show/instruct others how to perform certain tasks

Work Demands

- Assignments are covered by Town procedures. Most unusual problems are referred to supervisor or appropriate co-worker

Customer Service Agent

CUPE Local #714 – Band 3

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- Frequent sensory effort: Concentration necessary for processing payments, handling cash; competing demands
- Frequent physical effort: Prolonged periods of sitting; keyboarding
- Tasks demand accurate co-ordination of coarse and fine movements; speed is a moderate consideration
- Incorrect or inappropriate actions have obvious financial implications; some embarrassment and adverse public relations
- Little degree of care to prevent injury or harm to others
- Minor disagreeable conditions of frequent exposure; some exposure to rudeness and profanity

Position History

This position was created in November 2011 and incorporates elements of the former Customer Service Representative and Switchboard/Receptionist. It was reviewed in April 2015 in advance of a competition.

This Job Description was reviewed in July 2017 for AODA compliance and organizational changes and reporting.

Chief Administrative Officer

Date