

Customer Service Representative

Full Time (35-hour/week)

\$24.04/hour – \$29.17/hour

Plus, a comprehensive benefit package and OMERS pension plan

Applications are invited from qualified and interested candidates for the above-noted C.U.P.E. Local 115 (Inside) position in the Finance & IT Services Department.

Reporting to the Supervisor of Customer Service/Tax Collector, the Customer Services Representative is the first point of contact for members of the public contacting or visiting Brockville City Hall. Responsible for providing quality and professional customer service by accepting payments and responding to enquiries related to city programs, services and information resulting in a positive customer experience.

Duties and responsibilities include, but are not limited to:

- Resolve and service customer enquiries through multi-channel contact either by phone, email, online or face to face.
- Front line contact for parking related inquiries ensuring that a high level of customer service is delivered in a fair and consistent basis to all customers.
- Prioritizes incidents/complaints and when required, escalates to the appropriate staff member.
- Transfer knowledge to customers with the goal to resolve the customers concern without escalating further.
- Receive and record payments for any revenue received for the City as well as preparing daily deposits.
- Sort/prepare incoming and out-going mail.
- Assist with the Property Tax and Water Account Masterfile maintenance as required.
- Perform procedures and processes for water billing (includes producing all cycle bills, registers and updating all cycles once verified that they are accurate in terms of dollars vs. consumption).
- Receive, review, process, and assist with forms and applications, such as various licences and permits, ensuring completeness before sending on to department responsible for processing and registration.
- Perform duties of Commissioner of Oaths.
- Update databases to track revenue from coin collection and parking permit sales.
- Produce and process reminder notices for unpaid parking tickets and all cycle active/final accounts.

Essential (Minimum) Qualifications:

- Two (2) year College Diploma in Office Administration, Business Administration, Accounting, or similar program.
- One (1) year of experience in an office setting in a customer service environment preferably in a municipal environment.
- Advanced computer proficiency including thorough knowledge of Microsoft Office and database software and familiarity with sophisticated billing and collection related software.
- Demonstrated ability to problem-solve through active listening combined with a commitment to delivering a superior customer experience.
- Exceptional interpersonal skills and communication skills (empathy, teamwork, positive attitude, an upbeat energy, professionalism and tact).
- Demonstrated strong organizational skills and the capacity to multi-task in a fast-paced environment, responding with flexibility to changing priorities.

The personal information submitted is collected under the authority of The Municipal Act and is protected under the Municipal Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes only. The municipality is an equal opportunity employer following the rules and regulations set out by the Human Rights Code and the Integrated Accessibility Standard Regulation. For applicants with a disability, accommodations are available upon request in the recruitment process should you be selected to participate.

Interested and qualified candidates should submit a cover letter and resume marked "Customer Service Representative" on/before 4:00 p.m. on Monday, January 24, 2022 to the following:

Human Resources Department
City Hall, P.O. Box 5000
1 King Street West
Brockville, Ontario
K6V 7A5

email: hr@brockville.com

The City wishes to thank all applicants and advises that only those chosen for an interview will be contacted.