



Customer Service Ambassador

Position Code: 139

Pay Band: 7

Department: Customer &
Corporate Service

Effective: October 2018

Division: Customer Service

Revised: January 2023

Reports To: Manager, Customer
Service

Status: Permanent Full-Time Non-
Union

Direct Reports: None

Indirect Reports: PT Customer
Service Staff

Position Summary

Reporting to the Customer Service Manager, Customer Service Ambassadors perform various tasks associated with providing exceptional customer service and information to the public regarding all Town services in line with the Town of Collingwood Common Service Standards. This position responds to customer enquiries and concerns, researches information, liaises with internal staff and contracted service providers regarding customer complaints, then facilitates responses with the public accordingly. This position acts as an ambassador for the Town in dealings with the public and always displays a positive image. This position also supports various reception, administrative and cashier functions for the Parks, Recreation & Culture (PRC) department including checking in/out facility users, program registrations for programs, payment of fees, establishing memberships, directing patrons to appropriate programs or resources as required. The main duties and responsibilities of the position are in the areas of customer service support, cashier services, and other division functions.

Duties and Responsibilities

1. Customer Service Support (50%):

- a) Provide exceptional customer service both externally and internally including the provision of quality in-person, front counter customer services through timely and accurate information related to various municipal programs, products and services.
- b) Secure opening and closing of the main doors in the Town Hall administration building or aquatics centre customer service office as applicable.
- c) Answer calls from the main switchboard, relay calls and messages, or direct calls as appropriate.

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- d) Respond to incoming email received to Town Hall and PRC general accounts, following the Common Service Standards by researching information and liaising with internal staff to provide accurate information to the public
- e) Provide interpretation of guidelines and procedures, and support in completing documents and forms, to customers and residents.
- f) Respond to enquiries for PRC regarding rental facility costs, amenities, booking availability, account enquiries, concerns, cancellations and booking charges, and follow-up as needed. Document concerns and forward information to appropriate department staff for investigation.
- g) Sort and distribute incoming mail, process outgoing mail, document incoming cheques and cash, order supplies for and fill the postage meter, and send and receive courier packages.
- h) Maintain awareness of the entire scope of Town operations, procedures, and policies.
- i) Document complaints and forward information to appropriate departments for investigation.
- j) Process business and individual customer transactions, determining that eligibility requirements are met and obtaining required documentation.
- k) Respond to general tax inquiries; provide tax status information to homeowners and lawyers.
- l) Co-ordinate first attendance for parking ticket early resolution payment, and parking ticket system updating.
- m) Distribute and receive procurement information/submissions as directed by Purchasing.
- n) Provide assistance with other municipal services such as Commissioner of Oath duties, vital statistics coordination, marriage ceremony coordination, etc.
- o) Attend to PRC facility bookings by users, whether in person, electronically or by phone.
- p) Ensure recreation facility rules and admission policies are followed and appropriate behaviour is practiced.
- q) Process registrations for PRC programs and activities (e.g. aquatics).

2. Cashier Services (40%):

- a) Handle cash, cheque, debit and/or credit transactions with customers for various Town services including but not limited to the issuance of dog tags, garbage tags, bus passes, recreation admissions, pool passes, parking passes, etc. Maintain accurate records of incoming cheques and cash received to the Customer Service Counter.

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- b) Process payments for parking tickets in applicable systems.
- c) Process Town accounts receivable payments against customer accounts and apply payments to applicable invoices.
- d) Process receipt of property tax payments against applicable roll number and issue tax receipts to customers.

3. Other division functions (10%):

- a) Oversee For Town Hall, order office supplies and maintain inventory, ensure office equipment is operational.

Knowledge, Skills and Experience

1. Ontario Secondary School Diploma or equivalent is required, together with post-secondary courses in office administration, hospitality or business.
2. Completion of or enrolment in the Municipal Administration Program would be an asset.
3. Minimum of two (2) years in a front-line customer service role and previous experience handling larger volumes of money. Proficient use of an adding machine is essential.
4. Excellent administrative, communication, interpersonal, organizational, time management, and public relations skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.
5. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and good judgment particularly when handling highly confidential/sensitive information. Possess a high level of initiative and personal integrity.
6. Working knowledge of Windows and Microsoft Office applications, database management, and office equipment. Knowledge of Great Plains and PerfectMind software an asset.
7. Valid Class "G" driver's license and reliable vehicle to use on corporate business. Ability and willingness to travel within the community as required.
8. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification (or willing to obtain).

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

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Physical demands require no undue fatigue regarding sitting, standing, and walking. Daily tasks may include operating a computer, meetings, training, analysis of various information and computer work. Individual must operate office equipment such as computers, copiers, fax machines, scanners and adding machines. (90%) Must be physically fit and able to exert up to 50 pounds of force occasionally and/or a 20 pounds of force frequently or constantly to push, pull, lift, carry or otherwise move objects. (10%)

Normal hours of work are thirty-five (35) hours per week, usually Monday through Friday, with a one (1) hour unpaid meal break. Flexibility in scheduling is necessary as there may be the occasional requirement to attend to functions outside of normal work hours, change shifts to work evenings or weekends to accommodate high volume periods or for after-hours customer service initiatives, or to work overtime as needed.

Physical Environment: Work is conducted in a standard office environment within an aquatics facility or Town service counter. (95%) Work involves travelling to other Municipal buildings or off-site locations, out of town meetings and training held in meeting rooms or conference rooms. (5%)

Sensory Attention: Visual concentration and repetitive keyboarding tasks. Ability to coordinate hands and eyes rapidly and accurately when using equipment. Periods of continual visual concentration and must be able to distinguish numbers and characters on an electronic screen. Vision abilities required include close vision, colour vision and ability to adjust focus. (70%) Requires the ability to prepare and read letters/correspondence, etc. The ability to communicate effectively including explaining processes instructions and speaking before groups of people. (30%)

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (75%) Occasional exposure to disgruntled members of the public. (15%) Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress (10%)

Contacts and Dimensions

Director Reports: 0

Indirect Reports: 6

Total Employees Serviced: 6

Other Working Relationships: Position communicates regularly with staff, taxpayers, legal offices, real estate offices and the general public.

Budget: n/a

Salary Budget: n/a

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Review and Signatures

Employee Name: _____

Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Manager/HR Signature: _____ Date: _____