



Customer Service Support

Position Code: 308

Pay Band: 5

Department: Customer &
Corporate Services

Effective: March 2022

Division: Customer Services

Revised:

Reports To: Manager, Customer
Services

Status: Seasonal Full-Time
Non-Union

Direct Reports: None

Indirect Reports: None

Position Summary

Reporting to the Manager, Customer Service, the Customer Service Support performs various tasks associated with providing exceptional customer service and information to the public regarding all Town services in line with the Town of Collingwood Customer Service Standards. The position supports the administration of the seasonal paid parking program, and also 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 displays a positive image at all times. Responsibilities include handing payment transactions with customers, payment application, and initial customer inquiries regarding taxation. 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 (60%):

- (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.
- (c) Answer calls from the main switchboard, relay calls and messages, or direct calls as appropriate.

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- (d) Support the administration of the waterfront seasonal parking program including providing citizens step by step support or manually registering their vehicles for parking permits.
- (e) Respond to incoming emails received to Town Hall customer service following the Customer Service Standards by researching information and liaising with internal staff to provide accurate information to the public.
- (f) Provide interpretation of guidelines and procedures, and support in completing documents and forms, to customers and residents.
- (g) Sort and distribute incoming mail, process outgoing mail, document incoming cheques and cash.
- (h) Maintain awareness of Town operations, procedures, and policies.
- (i) Document complaints and forward information to appropriate departments for investigation.
- (j) Process customer transactions, determining that eligibility requirements are met and obtaining required documentation.
- (k) Respond to general tax inquiries; provide tax status information to property owners.
- (l) Coordinate first attendance for parking ticket early resolution payment, and parking ticket system updating.

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, parking passes, etc. Maintain accurate records of incoming cheques and cash received at the Customer Service Counter.
- (b) Process payments and requests for disputes 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.

Work in compliance with the Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes, and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g. safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

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Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Knowledge, Skills and Experience

1. Enrolled in a post-secondary program in office administration, hospitality, business or related discipline.
2. One (1) year of experience in a front-line customer service role. Previous experience handling larger volumes of money and familiarity with the use of an adding machine an asset.
3. 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.
4. 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 initiative and integrity.
5. Working knowledge of Windows and Microsoft Office applications, database management, and office equipment.
6. Ability and willingness to travel within the community if required.
7. 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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

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. Individuals must operate office equipment such as computers and multi-function printer/copiers. (100%)

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 extra hours as needed.

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Physical Environment: Work is conducted in a standard office environment. (95%) Potential for work to involve 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	0
Total Employees Serviced:	0
Other Working Relationships:	Position communicates regularly with staff, taxpayers, and the general public.
Budget:	n/a
Salary Budget:	n/a

Review and Signatures

Employee Name: _____

Signature: _____	Date: _____
Supervisor Signature: _____	Date: _____
Manager/HR Signature: _____	Date: _____