

## CITY OF HAMILTON

### CITYHOUSING HAMILTON

(ASSET RENEWAL SECTION - LOCATION – 181 MAIN ST. W., 1<sup>ST</sup> FLOOR)

### PEST CONTROL CLERK - CUPE 5167

#### SUMMARY OF DUTIES

CityHousing Hamilton provides affordable housing that is safe, well-maintained, cost effective and supports the diverse needs of our many communities. Reporting to the Pest Control Supervisor. Responsible for receiving, answering and referring all calls from CityHousing Hamilton tenants in regards to pest control through a centralized program.

#### GENERAL DUTIES

Acts as prime customer contact for all CHH tenants requiring information and/or assistance regarding pest control.

Receives, assesses, refers and answers inquiries related to pests and pest control treatment process.

Respects and protects the confidentiality of tenant information as well as all other information that is sensitive in nature to the operation of the program.

Accesses information via computer regarding tenant treatment history.

Records customer service requests in a computerized inventory management system.

Schedules pest control treatments confirming the scheduled date and time with the tenant by telephone at least 72 hours in advance.

Creates work orders for pest control staff in Northgate.

Schedules pest control appointments for Exterminator and Preparation Crew. Assigns daily work orders and appointments using Kirona software system.

Maintains schedule integrity by ensuring start/finish/lunch/break/rules of entry compliance; schedules for geographical efficiencies.

Prepares notice of entry, in accordance with the Residential Tenancies Act, 2006.

Follows-up on tenant complaints, liaise between tenant and staff in difficult situations.

Follows-up on completed treatments by surveying tenants on services received, and customer satisfaction.

Matches invoices to work orders to ensure proper billing.

Ensures that supplies, including pesticides and disposables, are readily available by placing orders, from the guidance of the Exterminator, for all pest control operations.

Self-monitors and measures performance against written guidelines to ensure the desired level of customer satisfaction and service using tools available.

Recognizes trends or change in types of calls or questions that callers have. Reacts to situational changes by ensuring that appropriate persons are notified.

Maintains and compiles information request statistics.

Maintains and updates computerized files including Frequently Called Numbers, inquiry tracking for department programs and municipal directories.

Prepares and distributes routine memos and letters to staff or tenants as required

Prepares agendas for sectional meetings and captures meeting minutes to be distributed to team members

Maintains, organizes and files reports and documents related to department activities

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

### **QUALIFICATIONS**

1. Previous business office experience related to duties listed above normally acquired through a combination of post-secondary education in a related field and related work experience.
2. Previous front line customer service or Customer Contact Centre experience. Knowledge and experience in scheduling practices.
3. Demonstrated experience and ability to answer switchboard and redirect calls as necessary in an efficient and courteous manner. Familiarity with call centre concepts including Automatic Call Distribution (ACD), queues, quality and wait times.
4. Excellent people skills with an emphasis on customer service in a diverse community that includes multi-racial, multi-ethnic, multi-lingual and multi-religious members.
5. Experience in a computerized environment. Working knowledge of Microsoft Office XP (Word, Excel and Outlook). Ability to conduct Internet and Intranet searches. Must be able to input data at an acceptable speed. Working knowledge of Northgate is an asset.
6. Knowledge of the Residential Tenancies Act, 2006 and Housing Services Act, 2011. Knowledge of common pests such as bed bugs, cockroaches, silver fish and mice and how to properly identify a residential infestation.
7. Strong analytical and math skills. Ability to gather information, manipulate reports, analyze data, and create statistical reports. Ability to perform trend analysis and make recommendations based on best practices.
8. Strong interpersonal, communication, time management and organizational skills.
9. Superior telephone manners and good listening skills.
10. Strong verbal communication skills including good phone etiquette, voice quality, diction and articulation.
11. Ability to work well with the public and an ability to adopt a customer perspective.
12. Excellent command of the English language both written and verbal.
13. Demonstrated ability to work independently and in a team environment as well as demonstrating excellent tact, judgment and responsibility in a fast-paced environment.

14. Demonstrated ability to work under pressure and multi-task by sitting in a fixed position for approximately ninety percent of each work shift handling telephone calls and looking up information on the computer.
15. Ability to speak more than one language is an asset.