

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

**(CUSTOMER SERVICE DIVISION – CUSTOMER CONTACT CENTRE - LOCATION - 330 WENTWORTH ST. N.,
2nd FLOOR)**

CUSTOMER CONTACT CENTRE REPRESENTATIVE - CUPE 5167

SUMMARY OF DUTIES

Reports to Supervisor, Customer Contact Centre. Responsible for receiving, answering and referring all calls associated with the City's Customer Contact Centre through a centralized Customer Contact Centre program.

GENERAL DUTIES

Act as prime customer contact with the public.

Receive, assess, refer and answer inquiries related to all departments of the City of Hamilton such as tax, building and licensing, property standards, enforcement operations, waste management, culture and recreation, water distribution, wastewater collection, forestry, roads maintenance and traffic operations.

Answer telephone inquiries, interpret and explain policies and procedures regarding the City of Hamilton to the public.

Receive, assess, refer and answer a range of public inquiries regarding Municipal, Provincial and Federal services and programs.

Receive, assess, refer, and answer public inquiries regarding external organizations such as utilities, other municipalities, boards, agencies and interest groups.

Access information via computer regarding various municipal services.

Maintain an expert awareness of current events through the media related to public health and safety such as air quality, water quality and illness; public programs such as waste collection, flyer distribution, snow removal; cultural events such as festivals, parades and street fests; public meetings such as Council and public information sessions.

Maintain awareness with evolving operational practices and technologies as an avenue for acquiring/maintaining the necessary skills.

Research services available in the community and maintain a comprehensive and accurate community services information listing.

Record customer service requests in a computerized inventory management system.

Self monitor and measure performance against written guidelines to ensure the desired level of customer satisfaction and service using tools available.

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

Maintain and compile information request statistics.

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

Participate in ongoing monitoring of telephone calls to ensure standards are being met.

Promote continuous learning and improvement through peer coaching.

Report regularly on the status of results and performance.

Work 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.

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

QUALIFICATIONS

1. Previous Customer Contact Centre or front line customer service experience with a demonstrated ability to provide excellent service to the public in a customer focused environment.
2. 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, the ability to speak a second language will be considered an asset.
3. Strong computer skills with working knowledge of Microsoft Office (Word, Excel and Outlook). Ability to conduct Internet and Intranet searches. Must be able to input data into a computerized database at an acceptable speed.
4. Must possess a basic level of math to assist customers with tax inquiries.
5. Demonstrated experience working with figures and balancing cash transactions.
6. Familiarity with call centre concepts including Automatic Call Distribution (ACD/ICD), queues, quality, schedule adherence, wait times, multi-line phone technology.
7. Understanding of multi-line telephone technology is necessary.
8. Strong interpersonal, communication, time management and organizational skills.
9. Superior telephone manners and good listening skills.
10. Strong verbal and written communication skills including good phone etiquette, telephone manners, listening skills, voice quality, diction and articulation, grammar and spelling.
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 both independently and in a team environment using tact, good judgment and initiative in a fast-paced environment.
14. Understanding of the services/responsibilities of all levels of government.
15. 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.
16. Willingness to upgrade skills with ongoing Customer Contact Centre education and training.
17. Must be flexible in work schedules and available to work overtime and rotating s as required.
18. Ability to speak more than one language is an asset.