

# CITY OF HAMILTON

## CORPORATE SERVICES DEPARTMENT

### (CUSTOMER SERVICE, POA & FINANCIAL INTEGRATION DIVISION - MUNICIPAL SERVICE CENTRES-LOCATION – TBA)

#### MUNICIPAL SERVICE CENTRE REPRESENTATIVE - CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Supervisor, Service Centres, the Municipal Service Centre Representative is responsible for providing information and advice to customers for a number of City services, programs and regulations, including but not limited to property taxes, animal licences, administrative penalties, provincial offences & parking fines, marriage licenses, Transit, Waste Management, licencing and permit fees. Responsible for processing payments through a point of sale system and multiple program area software. Receives and responds to email inquiries. Processes applications and payments for City services received through various service channels (online, email, phone or in person).

#### GENERAL DUTIES

Provides information and customer service using various methods of communications (i.e. telephone, email, fax and in person) regarding City programs, services or policies for City services and programs including but not limited to property taxes, animal licenses, administrative penalties, provincial offences & parking fines, marriage licences, Transit, Waste Management, Licencing and permit fees.

Responds, monitors and follows up on customer inquiries by receiving, evaluating and prioritizing nature of enquiry to ensure the highest level of customer satisfaction. Participates in problem resolution and escalates inquiries to senior staff or program areas as required.

Provides courteous, accurate and timely responses to requests for information regarding the functions, operations and procedures necessary to conduct business with various City departments.

Performs cashier functions by recording payments in Point of Sale and program area software (Hansen, Officer, Vailtech, etc.) Prints systems reports, balances daily receipts and reconciles to Point of Sale database and the various program area software.

Receives, verifies, reconciles and secures floats and deposits. Prepares, secures and dispenses deposits to the armoured transportation service provider for delivery to the City's financial institution. Monitors and reports on errors, notifies appropriate staff regarding corrections, overages/shortages.

Acts as Deputy Issuer of Marriage Licences on behalf of the Province of Ontario. Verifies authenticity of legal documentation required with the application for marriage. Completes, signs and issues Marriage Licences as Deputy Issuer.

Processes online applications for services such as pre-authorized debit payment plans for municipal property taxes.

Opens and closes Municipal Service Centres, reporting on security concerns and maintenance deficiencies to the appropriate departments.

Creates and maintains inventories of operational supplies and forms/tickets/permits/licences, such as Transit PRESTO cards; Marriage Licences; Burial Permits; Waste Collection calendars; and all other forms which may be requested by the public.

Prepares monthly and yearly inventory reporting for submission to Finance.

Word processes correspondence and legal documents such as marriage licences. Creates forms and spreadsheets.

Provides customers with instructions and examines documents and official papers to determine their authenticity/validity for which the party is seeking information, relief and/or assistance.

Performs preliminary review of forms and supporting documents to ensure all pertinent information has been submitted and all rules, regulations and procedures have been met with compliance for various City services. Communicates and forwards all appropriate documentation to the service area for their action and/or records.

Provides information to the requestors within the parameters of the Municipal by-laws, Provincial regulations and Municipal Freedom of Information and Protection of Privacy Act.

Distributes incoming mail and processes outgoing mail including Registered Mail and Courier.

Maintains a strong knowledge of City services, service issues, departmental/Council structures and responsibilities, as well as a general knowledge of Provincial services. Recognizes and reports on trends or changes in types of service requests and inquiries ensuring that appropriate persons are notified.

Assists Supervisor with onboarding and provides training to new employees on how to perform tasks or duties in established procedures and practices. Informs them of available services, department policies and procedures, Municipal bylaws and Provincial regulations.

Attends regular training sessions in order to remain current with operational practices and technologies for all services offered in the Municipal Service Centres.

Maintains and compiles customer service statistics. Receives and records email inquiries and responses in the appropriate CRM system.

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. Demonstrated experience working in a customer services environment serving a diverse, multicultural, multi-lingual public.
2. Excellent interpersonal and conflict resolution skills; demonstrated tact and professionalism in dealing with the public.
3. Developed understanding of business accounting concepts. Ability to work with figures and balance cash transactions. Previous cash handling and/or Municipal tax experience required.
4. Demonstrated experience in a computerized environment, including data input and an excellent knowledge of computer applications in a Windows environment including Windows 10, Microsoft Word, Excel and Outlook. Experience with Point-of-Sale software required.
5. Ability to conduct Internet and Intranet searches in a timely manner.
6. Possesses excellent verbal and written communication skills, with the ability to clarify City of Hamilton Service Procedures and Policies to the public.
7. Demonstrated understanding of the services and responsibilities of all levels of government.

- 8. Demonstrated ability to work independently and as part of a team demonstrating strong time management and organizational skills. Must be flexible in work schedules and locations and available to work overtime and rotating shifts as required.
  
- 9. Must possess and maintain current certification in “Standard” First Aid with CPR Level “C”. (This must be clearly identified on your resume.) All “Standard” First Aid certificates must be issued by a training agency recognized by the Workplace Safety Insurance Board (WSIB). Please refer to the WSIB website [www.wsib.on.ca](http://www.wsib.on.ca) for approved providers. At time of assessment (which could be as early as days after the posting closes), you will be asked to provide “proof” that you possess the required certificate(s).

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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