

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION & FINANCIAL INTEGRATION DIVISION –
CUSTOMER CONTACT CENTRE – LOCATION - 330 WENTWORTH ST. N., 2nd FLOOR)

CUSTOMER CONTACT CENTRE DISPATCHER - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Customer Contact Centre. Responsible for receiving, evaluating, prioritizing, dispatching and logging information into the Verint Customer Relationship Management software based on departmental guidelines for the City of Hamilton department contracts and associated partners.

GENERAL DUTIES

Acts as prime customer contact with the public for the City of Hamilton.

Receive and dispatch calls to the field officers and investigators and forward emergency and priority service requests to Supervisors and Superintendents.

Receive after hours calls on services including, but not limited to Animal Control, Parking Enforcement, Public Health, Roads, Facilities, Traffic and Water Department Divisions. Dispatch services as required.

Utilize water on/off list and notifies Fire Department of all updates.

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

Communicates protocols, policies and procedures to municipal staff, contractors, field supervisors.

Provides suitable resolutions to emergency issues in accordance with procedures, governing by-laws and City of Hamilton policies.

Accurately record all interactions in the Verint CRM system, in a timely manner to ensure appropriate action to both internal and external clients.

Monitors and follows-up on emergency enquiries including sewer back-ups, watermain breaks, flooding, snow removal, animal services, public health and emergency road and traffic situations.

Liaises with all levels of management, supervisors, elected officials, other departments, outside agencies and contractors by telephone, e-mail and fax.

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

Maintains and updates computerized files inquiry tracking for department programs and information management resources.

Promotes continuous learning and improvement through peer coaching.

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 front line customer service or Customer Contact Centre experience.
2. Experience using multi-channel hand held radios and multi-channel computerized Motorola IP radios.
3. Previous experience in an in-bound call centre and experience dispatching.
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 suite of products (Word, Excel and Microsoft Outlook). Ability to conduct Internet and Intranet searches. Must be able to input data quickly, accurately, and across multiple systems. Demonstrated experience working in Verint Customer Relationship Management System and working knowledge of Hansen an asset.
6. Ability to work well with the public and an ability to adopt a customer perspective.
7. Must possess good verbal and written communication skills.
8. Excellent interpersonal skills demonstrated tact and professionalism in dealing with the public.
9. Must possess initiative and good judgement in assessing urgency of calls and appropriate referrals.
10. Familiarity with call centre concepts including Automatic Call Distribution (ACD), queues, quality standards and wait times. Understanding of multi-line telephone technology is necessary.
11. Superior telephone manners and good listening skills.
12. Strong verbal communication skills including good phone etiquette, voice quality, diction and articulation.
13. Excellent command of the English language both written and verbal.
14. Demonstrated ability to work independently and in a team environment as well as demonstrating excellent tact, judgment and responsibility.
15. Demonstrated understanding of the services/responsibilities of all levels of government.
16. Demonstrated ability to work in a faced-paced environment, strong multi-tasking abilities. Ability to sit for extended periods of time.
17. Must be able to work rotating shifts, afternoons, weekends and statutory holidays.

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