

CITY OF HAMILTON

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

CUSTOMER CONTACT CENTRE DISPATCHER/REPRESENTATIVE - 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.

Dispatches emergency and priority service requests to field employees such as Investigators and District Supervisors.

Receives, answers and schedules locate requests from homeowners, contractors and utilities on emergency, priority and regular work.

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

Maintains 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.

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

Communicates protocols, policies and procedures to municipal staff, contractors, and the public by telephone.

Conducts web internet searches through the City's internal web site (Intranet) or the Internet for information related to City issues and Frequently Asked Questions on departmental services.

Provides suitable resolutions to 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 customer enquiries including sewer back-ups, watermain breaks, flooding, missed bulk or waste collection, animal services, public health, taxes.

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

Responds to enquiries by receiving, evaluating and referring calls regarding external organizations such as utilities, other municipalities, Provincial and Federal Services and Programs, board, agencies, interest groups and City of Hamilton partners.

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

Performs a variety of clerical and word processing duties including creating spreadsheets, labels, charts, letters, memoranda, forms and documents.

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. Previous experience in an in-bound call centre and experience dispatching.
3. 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.
4. 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.
5. Ability to work well with the public and an ability to adopt a customer perspective.
6. Must possess good verbal and written communication skills.
7. Excellent interpersonal skills, demonstrated tact and professionalism in dealing with the public.
8. Must possess initiative and good judgement in assessing urgency of calls and appropriate referrals.
9. Must possess a basic level of math to assist customers with tax inquiries.
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 in a fast-paced environment.
15. 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 and weekend hours.

NOTE 1:

The Customer Contact Centre is a 24/7 operation, including weekends and holidays. As such applicants must be available for rotating shifts including afternoons, some nights, and weekends. The majority of the scheduled shifts for this position will be between 7:00 a.m. and 9:00 p.m.

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