

## **CITY OF HAMILTON**

### **CORPORATE SERVICES DEPARTMENT**

### **(CUSTOMER SERVICE DIVISION – CUSTOMER CONTACT CENTRE – LOCATION - 330 WENTWORTH ST. N.)**

### **CUSTOMER CONTACT CENTRE AFTER HOURS DISPATCHER - CUPE 5167**

#### **SUMMARY OF DUTIES**

Reporting to the Supervisor, Customer Contact Centre. Responsible for receiving, evaluating, prioritizing and dispatching calls based on departmental guidelines for the City of Hamilton department contracts and associated partners.

#### **GENERAL DUTIES**

Responsible for receiving, evaluating and prioritizing nature of inquiries based on departmental guidelines.

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.

Conduct 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.

Log caller information into Hansen database with respect to issues on waste, municipal law enforcement, Public Health, Community Services, public seminars, roads and tax searches for residents.

Compile and prepare statistics on phone activity and generate reports as required.

Fax print-outs and tax inquiries for property owners, lawyers and mortgage holders.

Record emergency sewer back-up inquiries into computerized Hansen system.

Follow-up on customer inquiries including but not limited to tax information, municipal/provincial/federal governmental and departmental information.

Communicate protocols, policies and procedures to municipal staff, contractors, and the public by telephone on all waste collection services, animal control, parking enforcements, public health, roads, accidents, traffic, snow and other City services.

Liaise with all levels of management, supervisors, elected officials, other departments, outside agencies by telephone, emails and fax as requested.

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

Verify information, track and document data entry problems and maintain accurate records and files.

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 experience in an in-bound call centre.
2. Previous experience dispatching.
3. Previous front line customer service experience.
4. Excellent people skills with an emphasis on customer service.
5. Demonstrated experience working and communicating with customers/clients representing Hamilton's diverse public.
6. Experience in a computerized environment. Working knowledge of Microsoft Office XP (Word, Excel and Microsoft Outlook). Ability to conduct Internet and Intranet searches. Must be able to input data quickly, accurately, and across multiple systems.
7. Ability to communicate and relate to the public, elected officials and staff.
8. Must possess good verbal and written communication skills.
9. Excellent interpersonal skills, demonstrated tact and professionalism in dealing with the public.
10. Must possess initiative and good judgement.
11. Must be able to work rotating shifts, afternoons and weekend hours.
12. Speaking more than one language is an asset.
13. Familiarity with call centre concepts including Automatic Call distribution (ACD/ICD), queues, quality, schedule adherence, wait times, multi-line telephone technology and radio, pager and telephone dispatch
14. Demonstrated ability to work both independently and in a team using tact, good judgement and initiative in a fast-paced work environment.